

# FAKRO Architect & Designer Discount Program

## Terms and Conditions

### 1. Program Overview

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The FAKRO Architect & Designer Discount Program offers a 30% professional discount on eligible FAKRO products purchased directly from FAKRO America.

This program is intended for qualified architects, designers, and approved design professionals.

All requests are subject to review and approval by FAKRO America.

### 2. Eligibility

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This program is intended for:

- Licensed Architects / Registered Architects
- NCARB Certified Architects
- Architectural Designers
- Certified Residential Designers
- Certified Professional Building Designers / CPBD
- Certified Interior Designers / Registered Interior Designers
- NCIDQ Certified Interior Designers
- Other design professionals approved by FAKRO America

FAKRO America may request proof of professional status before approving the discount. This may include a license number, certification, company website, portfolio, project information, or other professional documentation.

FAKRO America reserves the right to decline any request that does not meet the program requirements.

### 3. Program Use Limit

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This program is limited to one approved address per participant every three years.

Each approved participant may use the program for one qualifying project address or delivery address within a three-year period.

The same participant, household, project address, or delivery address may not be approved for another discounted order under this program until three years have passed from the date of the original approved order.

FAKRO America reserves the right to verify previous program participation and decline duplicate or repeated requests that do not meet this requirement.

FAKRO America may also decline requests that appear to be made on behalf of another person or address for the purpose of bypassing the program limit.

### 4. Discount

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Approved participants may receive a 30% discount on eligible FAKRO products purchased directly from FAKRO America.

The discount applies to eligible products only.

The discount does not apply to shipping, handling, taxes, installation, additional services, special charges, or other non-product costs.

The discount cannot be combined with other promotions, discounts, distributor pricing, dealer pricing, clearance pricing, special project pricing, or any other offer unless approved in writing by FAKRO America.

### 5. Eligible Products

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The discount may apply to selected FAKRO product categories including:

- Attic Ladders
- Skylights

- Roof Windows
- Flat Roof Skylights and Hatches
- Roof Access Windows
- Knee Wall Access Doors

Product eligibility may vary by product line, size, stock status, order quantity, project type, and availability.

Custom products, special orders, clearance items, discontinued items, and non-stock products may be excluded or may require additional approval.

## 6. Direct Purchase Requirement

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The discount is valid only for purchases made directly from FAKRO America.

This program does not apply to purchases made through dealers, distributors, retailers, online marketplaces, or third-party sellers.

This program is not intended for resale, dealer orders, distributor purchases, or inventory stocking unless approved in writing by FAKRO America.

## 7. Free Delivery

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Approved orders with an eligible product subtotal of \$3,000 or more after discount and before taxes, additional charges, and special services may qualify for free standard delivery.

Free standard delivery is available only within the contiguous United States and must be approved by FAKRO America at the time of quote.

FAKRO America reserves the right to select the shipping method and carrier for free standard delivery.

Free delivery applies to one standard shipment only. Additional charges may apply if the customer requests split shipments, partial shipments, expedited shipping, or special delivery arrangements.

Free standard delivery may include residential curbside delivery when approved by FAKRO America.

Curbside delivery means delivery to the curb, driveway, or other accessible delivery point at the delivery address.

Curbside delivery does not include inside delivery, room of choice delivery, unpacking, product handling, carrying products upstairs, installation, or removal of packaging.

Free delivery does not apply to Alaska, Hawaii, Puerto Rico, U.S. territories, APO/FPO/DPO addresses, remote islands, offshore locations, or other locations outside the contiguous United States.

Additional charges may apply for limited access locations or other non-standard delivery requirements within the contiguous United States.

Additional charges may also apply for:

- inside delivery
- room of choice delivery
- special handling
- re-delivery
- missed delivery appointments
- storage fees
- expedited shipping
- other carrier-required services

Free delivery availability may vary by destination, product size, order size, carrier availability, and delivery requirements.

FAKRO America reserves the right to determine whether an order qualifies for free delivery.

## 8. Shipping and Delivery

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Shipping dates, delivery dates, and lead times are estimates only and are not guaranteed.

Some products may ship by freight carrier due to size, weight, or packaging requirements.

Delivery under this program is available only within the contiguous United States. Additional location restrictions listed under the Free Delivery section apply.

Residential delivery, when approved, is provided as standard curbside delivery only.

The carrier is not responsible for moving products inside the building, carrying products upstairs, unpacking products, installing products, or removing packaging.

A separate Shipping and Return Policy document will be provided with the order. Customer is responsible for reviewing and following the Shipping and Return Policy.

Customer is responsible for inspecting the shipment at the time of delivery before signing the delivery paperwork. Any visible damage, shortage, or incorrect product must be noted on the delivery receipt, photographed, and reported to FAKRO America promptly. The Shipping and Return Policy also states that shipments should be accepted even if items appear damaged, missing, or incorrect, and that issues must be documented at delivery.

If the customer is not present at the time of delivery, the shipment must still be inspected. Any damage must be photographed and reported to FAKRO America within 24 hours from the date of delivery by emailing photos and order information to [orders@fakrousa.com](mailto:orders@fakrousa.com).

FAKRO America is not responsible for delays caused by carriers, weather conditions, product availability, incorrect delivery information, customer absence, or other factors outside of FAKRO America's control.

## 9. Returns and Exchanges

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Returns and exchanges are subject to FAKRO America's Shipping and Return Policy provided with the order.

Returns must be approved by FAKRO America before products are shipped back. Unauthorized returns may be refused.

Products purchased directly from FAKRO America may be eligible for return or exchange within 30 days from the date the product was delivered, subject to the terms of the Shipping and Return Policy.

Original shipping cost is non-refundable and return shipping costs must be covered by the customer unless otherwise approved by FAKRO America.

All returns are subject to a 15% restocking fee.

Products must be returned in original, undamaged packaging. Additional fees may apply if the product or packaging is damaged.

Special order, custom size, clearance, discontinued, or non-stock products may be non-returnable and non-refundable.

## 10. Quote Approval

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All discount requests must be reviewed and approved by FAKRO America before the discount is applied.

Large orders, special orders, custom products, and unusual requests may require additional approval.

A submitted request does not guarantee approval, pricing, product availability, discount approval, or free delivery approval.

Quotes are valid only for the products, quantities, prices, and terms shown on the quote and are valid until the expiration date shown on the quote.

If no expiration date is shown, the quote is valid for 30 days from the quote date.

## 11. Payment

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Full payment is required before shipment or delivery.

Orders will not be shipped, released, or delivered until payment has been received and processed by FAKRO America.

Taxes, shipping charges, and any additional fees will be calculated separately where applicable and must be paid before shipment or delivery.

No order will be shipped or delivered with an open balance.

## 12. Errors and Omissions

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FAKRO America is not responsible for typographical errors, pricing errors, product description errors, or other errors or omissions.

FAKRO America reserves the right to correct any errors and revise or cancel any quote or order affected by such errors.

### **13. Changes to the Program**

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FAKRO America reserves the right to modify, suspend, or discontinue this program at any time without prior notice.

FAKRO America also reserves the right to update product eligibility, discount rules, shipping terms, free delivery terms, payment terms, and approval requirements at any time.

### **14. Final Approval**

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All requests, quotes, discounts, free delivery approvals, and orders are subject to final review by FAKRO America.

FAKRO America reserves the right to refuse, cancel, or adjust any quote or order that does not meet program requirements or appears to be inconsistent with the purpose of the program.