

**AV Outlet Berkline Home Theater Seat Order Policy**  
**Revised 02/21/08**

If you have placed an order for Berkline Seats on [www.AV-Outlet.com](http://www.AV-Outlet.com) we will email an order confirmation within 1 business day of your order placement. This order confirmation will be separate from the confirmation that is automatically generated by the website. Unless we have questions we will place the order with Berkline without delay. We will collect 75% of the order total and the balance will be collected on the same credit card when the order ships.

Berkline will provide an order confirmation in app. 3 business days from order placement. The order confirmation will provide us with your current tentative ship date and AV Outlet will email the customer an update on the order status. The tentative ship date is only an approximation and possibly could change. AV Outlet will notify the customer of any changes in the projected shipping schedules as notified by Berkline. When the order ships AV Outlet will email the appropriate tracking information. The customer will be able to track the status of their order on the freight carrier's website. The Freight Carrier will contact the receiver to schedule delivery of the furniture when the order reaches a local distribution terminal.

Berkline Theater Seats are custom furniture orders. Normal manufacturing time is 4-6 weeks. This does not include shipping. Curbside shipping will add approximately 3-5 days delivery time. White Glove delivery can add up to 2 weeks delivery time.

Berkline orders can not be canceled after they go into production. If an order is canceled before it goes into production the customer will be billed a 3% charge based on their initial deposit if paid with a credit card. Orders that paid with check will receive a 100% refund.

AV Outlet does not guarantee delivery dates. All communicated delivery dates are estimated dates that possibly could change. AV Outlet has no control over Berkline shipping schedules. Customers can however delay the delivery of the order but we must know 1 week prior to the scheduled ship date.

Berkline Home Theater Seat Orders are Special Order and ARE NOT returnable. Customers are responsible for specifying parts required and making sure the ordered items fit there needs appropriately. All communicated dimensions of Berkline products via our website, PDF datasheet or via the Berkline Planner are to be used as guidelines only and are subject to change.

Customers are urged to make cover material selections based on physically seeing the material and not based on pictures. Digital pictures may not accurately represent the actual material. Swatches are available on request for this purpose. Please do note that slight variations in colors are possible from batch to batch as well.

Please feel free to contact AV Outlet regarding Berkline Products. We have been Berkline Direct Dealers since 2003 and are proud members of the Better Business Bureau. A link to the BBB is provided on our website if you wish to check the status of our company.

[www.AV-Outlet.com](http://www.AV-Outlet.com) 1-877-271-5398 or Email [Sales@AV-Outlet.com](mailto:Sales@AV-Outlet.com)