

Change Order Request & Policy

Please be advised that requests for order cancellations and/or modifications are subject to the following fees, pending approval:

- **Approved cancellations** are subject to a one-time **15% cancellation fee**.
- **Approved order changes** are subject to a one-time **\$250 change order fee**.

Once an order has entered the production phase, it cannot be altered or canceled under any circumstances.

All requests for cancellations or order changes must be submitted in writing and will only be considered valid upon written approval by Stylex.

Order changes without penalty shall be accepted per the following:

- Chairs: 2 weeks following production date confirmation
- Tables: 3 weeks following production date confirmation
- Lounge: 3 weeks following production date confirmation

If the request falls within this timeframe, the customer must submit an order change request according to the below. Failure to include the following information can result in delays or denial of the change. Please Note - order changes are subject to being redated; Stylex does not hold production dates for revised orders.

A new Purchase Order and drawing (for modular lounge) must be included along with the following information:

- Stylex Sales Order # (SO#) you're requesting to change
- Date of Request – When the change is submitted
- Dealer Name – Name of dealer making request
- Reason for Change – Why the change is requested (design change, error, site change, etc.)
- Line number(s) being changed
- Original/New part number
- Detailed explanation of the change (examples: size change, finish change, quantity change, etc.)
- Original/New quantity, if changing
- Original/New finishes, if changing

Alternatively, you may submit a copy of the acknowledgment with change details noted on the affected lines. Attach new drawing or marked-up order drawing.