

Terms and Conditions Agreement

Business Name: Petroff PRO LLC
Business Type: Limited Liability Company (LLC)
Location: Georgia, United States
Effective Date: _____

This Terms and Conditions Agreement ("Agreement") is made by and between Petroff PRO LLC ("Seller") and any customer ("Buyer") purchasing products from the Seller.

By placing an order with Petroff PRO LLC, the Buyer acknowledges and agrees to the terms and conditions outlined in this Agreement.

1. Original Design

All Petroff PRO hoods are independently designed by the Seller. The Seller does not copy other manufacturers' products. Each hood is made to order.

2. Installation Responsibility

The Seller is not responsible for any incorrect or improper installation performed by the Buyer or third parties. Professional installation is highly recommended.
The Seller does not offer installation services and assumes no liability for damage occurring during installation.

3. Compatibility of Hood Insert and Hood

The Seller recommends hood inserts that are most compatible with its hoods. If the Buyer purchases a hood insert in advance and it does not fit, the Seller is not liable.
Incompatibility may result in poor performance or damage and is not grounds for return or refund.

4. Returns and Refunds

Refunds are only issued if the hood has not been modified or installed. This includes, but is not limited to:

- Drilling, cutting, or altering structural components
- Changing dimensions or form
- Installing third-party components causing damage

Returned items must be in original, unpainted, unused condition with original packaging if applicable.

Returns must be requested within 14 days of delivery.

The Seller reserves the right to deduct restocking, inspection, or repackaging fees from the refund.

5. Compatibility Verification

The Buyer is solely responsible for verifying compatibility of the hood insert and the hood prior to installation.

The Seller is not liable for installation failure due to incompatible components.

The Buyer is encouraged to consult with the Seller before purchase if unsure about insert

compatibility.

6. Nature of Product and Usage Responsibility

The Seller manufactures only wooden kitchen hoods, which are considered part of custom kitchen cabinetry or furniture.

These hoods are not mass-produced. Natural wood may contain slight variations in color, grain, and dimensions.

These variations are normal and are not considered defects.

7. Allowable Variation Disclosure

Minor deviations in wood tone, grain, or measurements up to 1/8 inch are considered acceptable and are not grounds for return or complaint.

8. Return and Refund Timeframe

All refund or return requests must be initiated within 14 calendar days of delivery. Items returned beyond this period may be rejected.

9. Restocking and Processing Fees

In the event of an approved return, the Seller reserves the right to deduct fees for inspection, restocking, or repackaging as deemed necessary.

10. Condition of Sale and Buyer's Responsibility for Finishing

All hoods are sold in an unfinished condition. The Buyer acknowledges and accepts that additional professional finishing work is required before final installation or use. Such finishing work may include, but is not limited to:

- Sanding and surface preparation
- Removal of minor scratches, dust, or packaging residue
- Application of wood filler
- Application of stain, paint, or protective coatings in the desired finish

The Seller does not provide finishing services. Minor imperfections, surface marks, or natural variations in the wood are considered normal for unfinished products and do not constitute defects.

The Buyer agrees that finishing and surface treatment are solely their responsibility, and no claims, returns, or refunds will be accepted on the basis of unfinished condition or minor surface irregularities.