

## TERMS AND CONDITIONS

Petroff PRO LLC – Custom Kitchen Hoods

Business Name: Petroff PRO LLC

Location: Georgia, United States

Effective Date: January 1, 2025

### 1. Acceptance of Terms

By placing an order through the Seller's website and clicking the "Place Order" or equivalent confirmation button, the Buyer acknowledges that they have read, understood, and agreed to these Terms and Conditions, regardless of whether they reviewed them in full prior to purchase.

### 2. Custom and Made-to-Order Products

All Petroff PRO products are custom-made to order. Due to the custom nature of these products, orders are subject to specific production, modification, and refund policies outlined below.

### 3. Order Placement Does Not Mean Immediate Production

Placing an order reserves a position in the production queue but does not constitute immediate start of fabrication.

### 4. Production Queue and Customer Notification

All orders are processed in the order they are received and scheduled based on current production capacity. After an order is placed, the Seller will contact the Buyer via the email address and/or phone number provided at checkout to verify compatibility, confirm details, and notify the Buyer of their position in the production queue and estimated Production Start Date.

### 5. Production Start Date

The Production Start Date is the point at which production preparation begins, including project review, technical drawings, material sourcing, and labor scheduling. Once this stage has begun, the order is considered to be in active production preparation.

### 6. Order Modifications and Buyer-Initiated Changes

Modifications requested before the Production Start Date may be accommodated. Changes requested after the Production Start Date may result in adjusted pricing and are not guaranteed. Price differences resulting from Buyer-initiated changes do not automatically constitute refundable balances.

### 7. Buyer Non-Responsiveness

Failure of the Buyer to respond in a timely manner may result in delays or rescheduling within the production queue and does not constitute grounds for a full refund.

### 8. Compatibility of Hood Insert

If the Buyer purchases or provides a hood insert independently, compatibility is the Buyer's responsibility. Incompatibility is not grounds for a return or refund.

### 9. Incorrect Orders and Transaction Fees

If an incorrect order is placed, the Seller may issue a refund at its discretion. All transaction, processing, and refund fees charged by third-party payment processors (including Wix Payments) are non-refundable and will be deducted from the refund amount. Refund processing typically requires 3–5 business days.

### 10. Returns and Refunds

Custom orders are non-refundable once production preparation has begun. A non-refundable amount of up to 30% may apply. Refund eligibility is subject to Seller review.

### 11. Allowable Variations and Finishing Responsibility

Minor variations in wood grain, tone, or measurements up to 1/8 inch are considered acceptable. All hoods are sold unfinished, and final finishing is the Buyer's responsibility.