

Tennessee Valley Muzzleloading Customer Agreement

Our family appreciates you trusting us to build your custom muzzleloader. **Your BUSINESS, PATIENCE, AND UNDERSTANDING are greatly appreciated.** Your satisfaction is very important to us, as it drives us every day! The more our customers love our finished pieces, the more we love what we do! As you read the list below, please keep in mind that our purpose of this agreement is to ensure we all understand the expectations for the final product.

1. **Approval:** The final order details will be emailed/mailed to you. Please **check the details** and respond accordingly.
2. **Agreement:** The TVM/Customer agreement will be emailed/mailed to you; **read, initial, sign, and return** via mail/email.
3. **Payments: The total price of your order will be split into two payments.**
 1. **Deposit:** A 30% **nonrefundable** deposit is due when your order is placed.
 2. **Balance:** The remaining balance is due when the build is started. You will receive a reminder call and/or email.
4. **Change order: One** change may be requested at **no charge before the build is started**. A **\$30 change** order fee will be charged for each additional change request. **No change requests may be made after the build is started.**
5. **Shipping:** Quality is our top priority; therefore, the **ship date** is an **ESTIMATE** only. **Customer is responsible for shipping charges.** Keep **shipping container** until you are sure there is no reason to return your muzzleloader.
6. **Damage:** Each package is fully insured. Inspect immediately upon receipt. Report any issues to **TVM** immediately.
7. **PRICES ARE SUBJECT TO CHANGE.** As materials and services increase, we will adjust our prices. Thank you for understanding this is a small-family owned business that must adjust with our vendors.
8. **Customization:** Each stock is selected and individually hand-shaped; making a finished piece one of a kind. We do our best to further customize per your specifications. If you have a predetermined idea or have questions, concerns, or reservations, please discuss these with us. We are happy to work with you to clearly understand all expectations. The level of customization **adds time and expense** to a basic build. Thank you for understanding the time and effort involved in handcrafting a finished muzzleloader.
9. **Warranty:** TVM reserves the right to repair or replace any muzzleloader purchased from our company. The situation will determine the cost to repair or replace. **TVM will not refund or warranty any part/all of a muzzleloader or kit that has been altered or worked on by anyone other than TVM.**
10. **Returns:** Merchandise which is free of damage/mistakes responsible by TVM may be returned for a **restock** fee of 20%. **Customer is responsible for shipping charges.** Orders with **personalized engraving/carving** may not be returned.
11. **Part substitution:** If you wish to use alternate parts that are not included in standard orders, please contact us to confirm this is possible. If this is confirmed, you must order and send alternate part(s) to TVM.
12. **Business:** TVM reserves the right to refuse to do business with anyone.

This message is made in lieu of all warranties, expressed or implied. Neither seller nor manufacturer shall be liable for any loss, injury, or damage, direct or consequential, arising from the use or misuse of any product sold by TVM. Before using any product sold by TVM, users shall determine the stability of the product for his/her intended use, the correct material, methods employed, and the suitability of the circumstances under which the product is used. The user assumes all risks and liabilities whatsoever in connection therewith. The foregoing may not be changed by anyone, except by an agreement signed by the company officers of both the seller and manufacturer.

Initial _____ The time of delivery is an **estimate** only.

Initial _____ The deposit is **nonrefundable**.

I, _____ have read and understand this agreement.
(signature)

I returned this signed agreement to Tennessee Valley Muzzleloading on _____.
(date)