



## Order & Invoice Policy

### Invoice Processing

All invoices must be **confirmed in writing, converted from their original estimate, and paid in full** before being submitted to our warehouse for fulfillment.

- Orders will **not be placed in the production queue** until full payment is received.
- Once payment is confirmed, **Blue Valley Cabinets will provide your estimated lead time.**
- Lead times are based on **current workload** and the **services selected.**

### Sales Tax:

- Applicable **sales tax** will be calculated and shown at the **bottom of your invoice.**  
If your business is **tax exempt**, please provide a **copy of your resale license** and a **valid photo ID.** These documents must be **scanned and sent to your sales representative.**

### Stock Availability:

- If an item is **out of stock**, you will be notified by email with either an **alternative product** or a **backorder status update.**  
**All shipping costs for backordered items will be prepaid by Blue Valley Cabinets.**

### Order Placement:

- Orders **will not be accepted over the phone.**  
All orders must be submitted via **email, in person, or through our online portal.**

### Questions or Support:

For any questions or assistance, please **contact your sales representative** directly.