



Order Policies & Process Highlights

At Ladco, we value your partnership and want your experience to be seamless from order to delivery. Below are the key steps and policies to ensure clarity and success when working with us.

Deposits & Balances Due

- Quotes are valid for 15 days from the date issued.
- 100% payment is required on purchases from the showroom floor.
- 100% payment is required on drop-ship orders, per “Direct Ship Agreement.”
- 50% non-refundable deposit is required on all special orders.
- Once acknowledged by the vendor, special orders are non-cancellable.
- Remaining balances are collected once all merchandise has arrived at Ladco.

Payment Methods

- Ladco accepts wire transfers, checks, and all major credit cards.
- We accept credit card payments up to \$20,000 per project. All additional amounts must be paid by wire or check.

Order Acknowledgment & Shipping

- Upon vendor acknowledgment, your Account Executive will provide the estimated ship date.

Inspections & Acceptance

- Purchases from the showroom floor are inspected and accepted at time of purchase.
- Special order inspections are scheduled with your Account Executive within 72 hours of your pickup date to minimize handling and movement of your merchandise in our warehouse.
- The “Customer Pick-up Inspection Form” is signed following inspection to confirm merchandise is in acceptable condition.
- Designers are responsible for contracting and coordinating their own delivery service.
- You may authorize your delivery service to inspect on your behalf by signing the “Inspection Waiver,” accepting responsibility for the condition of your merchandise.

Repairs & Quality Assurance

- Ladco takes full responsibility for the quality of all inbound items into our warehouse and will resolve any and all claims on your merchandise.
- Our furniture technician completes most minor repairs within 48 hours. If parts are needed, repair times may be extended.

Copies of all forms can be provided by your Account Executive or our Concierge at the front desk.

Thank you for trusting Ladco to bring your projects to life.
We’re here to ensure your experience is smooth, transparent, and successful!