

S. Timberlake Company

## **Terms & Conditions**

### **Lead Times**

We will make every attempt to fill your order according to the lead times posted on our website at the "Up-to-Date Delivery Times" page. Occasionally, situations may arise which may push the delivery time further out. We encourage you to call us to check on the status of your order, though we will try to inform you if our production schedule is running behind. It has always been our policy not to ship a piece of furniture before we are satisfied it is the best piece of furniture we can ship from our shop.

### **Ordering**

All orders placed with us must be accompanied with an initial deposit of 1/3 the total amount of the order. All our furniture is built individually by hand, one order at a time, and leaves our shops as "first quality." Your initial deposit may not be refunded in full if you are not 100% satisfied with furniture we have made for you due to the many products, options, and styles that we offer (the chances of having an exact order as yours placed by someone else may not occur for months). You may also be required to pay for additional shipping charges to return the product to us. If you wish to return an order you have received because you are not satisfied with it for any reason we ask that you specify in a letter your reasons for wanting to return, or not accept delivery of furniture we have made for you. We will make every attempt to sell your order in our retail showroom and return your deposit in the event we do resell your order.

We will send you an acknowledgement of your order and a receipt for your deposit. We will ask you to carefully read your acknowledgement, and if it is as you ordered, sign and return the acknowledgement as having accepted the terms and conditions of your order as stated here and elsewhere.

If you are placing a "special" or "custom" order, that is, a piece of furniture you have designed or we have designed for you which is not pictured as a standard item on our On-Line Catalog, you will be required to "sign off" on the design before we begin building. If you decide to alter in any way or cancel a "special" order while it is being made, you will be charged for the time and material that has been used to that point of your project. We will not accept for return any "special" order unless we deem it may be resold by us at some future time.

### **Payment**

You are required to make payment in full, including shipping and any additional packing charges prior to delivery if we are shipping from our shops in Bethel, Maine by UPS, FedEx Ground, our Roadway Express. If you are picking up your order, or have made arrangements for us to deliver your order to you, payment in full will be expected at that time. We accept VISA, MASTERCARD, MONEY ORDERS, AND a personal check. If you are paying by check, we will ship your order the day after your check has been authorized by the bank as being transacted.

### **Returns**

A full refund will be issued for an item damaged in shipment. You must contact us immediately if you discover a damaged item. PLEASE TRY TO SAVE YOUR BOXES OR CRATING MATERIALS IF YOU NEED TO SEND SOMETHING BACK TO US.

All furniture is shipped as first quality and as ordered by you according to the information you have provided us. Because we work in the imperfect medium of wood, we cannot foresee or guarantee exactly what the wood will look like in terms of grain and how it will definitively accept a stain or paint. We will no longer accept returns of items we have stained or painted in colors and shades not described or ordered as our "standard stains." You will find these stains on our website at "Tape Colors and Stains." We will accept for return any piece of furniture we have built that for one reason or another does not work properly for the use intended because of some unseen defect in the wood not apparent at the time it was readied for delivery and boxed for shipment.

If you have any questions regarding our policies, please give us a call at 207-824-6545.