

Terms and Conditions

1. Order Payment and Additional Charges:

- a. A 50% deposit is required when placing the order. This deposit is NOT refundable or transferable after three (3) days. The deposit is used to obtain materials required for your special order and is not held in an escrow account.
- b. ALL SALES ARE FINAL ON ANY MADE TO ORDER PIECES. NO REFUND WILL BE PROVIDED.
- c. HARDWARE IS NOT INCLUDED IN THE PRICE AND IS AN ADDITIONAL COST unless specified in writing on the work order.
- d. The remaining balance (50%) is due upon the completion of the piece (specifically, this is prior to any sanding or finishing of the piece).

2. Change in Specifications:

- a. Once a work order has been completed and accepted by Sebago Furniture LLC, a fee in the amount of \$35.00/hour may be assessed to re-cost and re-work the order and any additional cost of the piece may require an additional deposit equal to 50% of the additional cost. This fee may be assessed each time a change is made prior to beginning construction. If construction has begun or is completed, the fee will be \$50.00/hour plus material costs to make any changes that were not a direct oversight of the workshop staff. These additional charges cannot be estimated but will be charged according to actual time.

3. Materials:

- a. All materials are guaranteed to be as specified. If materials are not specified, you agree that we are to use our own discretion. Typically, secondary material (used on other than primary, exterior visual pieces or parts including the back) will be poplar or whatever materials that

Terms and Conditions

Sebago Furniture LLC deems appropriate. Any alteration or deviation from above specifications involving extra costs will be executed only upon written orders and will become an extra charge over and above the ordered price.

4. Shipping or Deliver:

- a. Delivery charges are determined by time and mileage. Our delivery fee is \$35.00/hour for two men. Time begins at our shop when the piece is loaded until personnel return to our shop (minimum time charge is 1 hour); in addition, a mileage charge of \$0.55 per mile (one way) is assessed (mileage is determined by using an on-line mapping site). If delivery requires the rental of a vehicle, you will be charged the actual cost of the rental including mileage in which case the mileage charge above will not apply, but the actual fuel charge will be in addition.
- b. We will set in place only if the area is accessible, otherwise we will place inside the home or office. We cannot move other furnishings for you.
- c. Delivery charges are due at the time of delivery.

5. Shipping charges:

- a. Long Distance shipping via a contract mover/shipper can be set up by the customer. The customer can pay the shipping company. Sebago Furniture, LLC will be happy to provide any specific information about the piece such as number of pieces, approximate weight, etc. It is the customer's responsibility to make all arrangements including notifying the shipping company that the piece is available to be picked up. Alternatively, Sebago Furniture, LLC can make arrangements with one of its shippers. The customer will be notified by the shipper about delivery arrangements. Payment must be made in advance prior to



Terms and Conditions

shipment. Cost to re-ship any item due to the customer's failure to be available to accept an item is the responsibility of the customer.

- b. If a piece is damaged in shipment, it is customer's responsibility to notify the shipper and Sebago Furniture within 24 hours to report the damage. The Customer should inspect the container and piece before the signing the shipper's Receiver's Receipt. **The customer is required to save all shipping containers in the event the piece needs to be returned. If the packaging material is destroyed prior to an assessment by the shipping company, no refund will be granted.** It is the responsibility of the customer to repackage the damage piece to be returned to Sebago Furniture. The customer must insure the piece for its full retail value. Pieces improperly packed resulting in additional damage will not be eligible for a refund.
- c. The cost to return ship any item to Sebago Furniture is the responsibility of the customer. It is the responsibility of the customer to properly repackage the piece to be returned to Sebago Furniture. The customer must insure the piece for its full retail value. **Pieces improperly packed resulting in damage will not be eligible for a refund.**
- d. No piece shall be returned to Sebago Furniture without prior written approval.

6. Guarantee:

- a. We want you to be completely satisfied with your new purchase. We offer a lifetime limited guarantee on the work and craftsmanship from the time of delivery. We cannot guarantee items subject to abuse, misuse or normal wear and tear. Some optional items may come under special conditions and warranties. Please inquire about our guarantee at the time of purchase.

Terms and Conditions

- b. There is a 30 day refund on any standard item that is purchased from my studio, or from a show that Sebago Furniture offers products. The item must be returned undamaged. Broken or damaged items are not eligible for a refund.
- c. The guarantee does not include defects that may occur due to environment or climate conditions such as heat and humidity that, are not in our control once the piece leaves Sebago Furniture. Wood contracts and expands and every effort is taken during construction to allow for this movement. Solid wood furniture should be kept in an ideal 30% to 50% humidity range. Should you have a problem resulting from the environment or climate, we will make every effort to repair the item. If you have a problem you will need to contact us to schedule the repair and it will be your responsibility to get the item in and out of our shop for the repair. Charges for the repair will be at our current hourly shop rate plus material cost if required.
- d. Sebago Furniture buys hardware from a variety of reputable hardware suppliers. Should you encounter a problem with hardware we will need the hardware returned so we can exchange it with the original supplier for their assessment and replacement.
- e. **Finish:** Sebago Furniture uses a variety of finishes (oil, urethane, etc.), which is agreed to as part of the work order. These finishes are moisture and alcohol resistant. However, this does not mean that moisture or alcohol can be left standing on the surface. There is no finish on the market that is heat-resistant. If you find you need a finish repaired, you may contact us to schedule the repair. Charges for the repair will be at our current hourly shop rate plus materials required.

I accept the terms and conditions as written above:



Terms and Conditions

Print: _____

Sign: _____

Date: _____