



WREN +  
COOPER  
STUDIO

## TERMS & CONDITIONS

BY PROVIDING A DEPOSIT, I UNDERSTAND AND AGREE TO THE TERMS OUTLINED BELOW. I ALSO AGREE TO THE SPECIFICATIONS, ESTIMATED LEAD TIMES, PRICES, AND DISCLAIMERS PROVIDED IN THE QUOTE.

### GENERAL

- ALL ESTIMATES ARE VALID FOR 30 DAYS. PRICES MAY BE SUBJECT TO CHANGE WITHOUT NOTICE.
- DUE TO THE MADE-TO-ORDER/ CUSTOM NATURE OF OUR WORK, WE CANNOT ACCEPT RETURNS OR OFFER EXCHANGES. ONCE AN ORDER IS PLACED, CANCELLATIONS WILL NOT BE PERMITTED AND DEPOSITS WILL NOT BE REFUNDED.
- OUR ITEMS ARE GUARANTEED FOR ONE YEAR AGAINST MECHANICAL DEFECTS OR TECHNICAL FAILURES. IF A PROBLEM OCCURS WITH YOUR PRODUCT, PLEASE INFORM US AND WE WILL REPLACE OR REPAIR THE DEFECTIVE COMPONENT/ITEM.
- WREN & COOPER DOES NOT PROVIDE PROGRESS PHOTOS DURING PRODUCTION. ONCE YOUR PIECE IS COMPLETE, WE WILL ADVISE ON PHOTOS BEFORE SHIPPING.

### MATERIALS/ UPHOLSTERY

- WREN & COOPER USES NATURAL WOOD, STONE, METAL, AND LEATHER MATERIALS. DUE TO THESE MATERIALS' INHERENT CHARACTERISTICS, AND OUR WORK'S HAND-MADE NATURE, WE CANNOT GUARANTEE AN EXACT FINISH MATCH FROM OUR SAMPLES TO THE ACTUAL PIECE PRODUCED. PLEASE EXPECT THIS VARIATION.
- PRODUCTS ARE NOT GUARANTEED AGAINST FADING, COLOR CHANGE, OR PATINA.
- COM UPHOLSTERY IS SUBJECT TO APPROVAL.
- WREN & COOPER TAKES NO RESPONSIBILITY AND DOES NOT WARRANTY CUSTOMER'S OWN MATERIAL.

### ESTIMATED LEAD TIME

- LEAD TIME FOR ALL ORDERS (STANDARD OR CUSTOM) BEGINS UPON RECEIPT OF A NON-REFUNDABLE 50% DEPOSIT AND FINALIZATION OF ORDER DETAILS.
- ANY CHANGES MADE TO ORDER DETAILS - INCLUDING BUT NOT LIMITED TO MATERIAL, DIMENSIONS, FUNCTIONALITY, AND/OR CONFIGURATION - MUST BE IN WRITING AND ACCEPTED IN WRITING BY WREN & COOPER AND MAY BE SUBJECT TO A DELAY IN LEAD-TIME AND/OR ADDITIONAL CHARGES.
- CRATING, HANDLING, AND SHIPPING ARE NOT INCLUDED IN THE ESTIMATED LEAD TIME.

### SHIPPING

- WREN & COOPER ASSISTS WITH UP TO 2 SHIPPING QUOTES AND SHIPPING COORDINATION AS A COURTESY TO OUR CLIENTS. OUTSIDE COMPANIES PROVIDE SHIPPING SERVICES, THEREFORE WE CANNOT BE HELD LIABLE FOR DAMAGES INCURRED IN, OR ISSUES RELATED TO, SHIPMENT OF ITEMS. BUYER AGREES THAT THE BUYER WILL WORK DIRECTLY WITH THE SHIPPING COMPANY SHOULD DAMAGE OCCUR.
- DAMAGES MUST BE DOCUMENTED AND REPORTED WITHIN 48 HOURS OF RECEIPT. WE CANNOT BE HELD RESPONSIBLE FOR DAMAGES REPORTED AFTER THE 48-HOUR WINDOW. IF DAMAGE OCCURS DURING SHIPMENT, PACKAGING MUST BE RETAINED FOR THE CLAIM TO BE SUCCESSFULLY PROCESSED.
- THE BUYER IS RESPONSIBLE FOR ALL APPLICABLE TAXES AND DUTIES ASSOCIATED WITH SHIPPING THE ITEM(S).
- FINISHED MERCHANDISE MUST BE COLLECTED PROMPTLY OR STORAGE FEES - DETERMINED BY SIZE AND VALUE OF ITEM(S) - WILL BE CHARGED AND ADDED TO THE FINAL BILL.
- IT IS THE RESPONSIBILITY OF THE CLIENT TO ENSURE THAT THE ITEMS ORDERED CAN BE DELIVERED TO THE DESIRED LOCATION (ELEVATOR LIMITATIONS, STAIRWELL CONDITIONS, SIZE OF DOORWAYS, ETC.). WREN & COOPER IS NOT LIABLE FOR PRODUCTS THAT CANNOT BE DELIVERED DUE TO ON-SITE CIRCUMSTANCES.
- WREN & COOPER TAKES NO RESPONSIBILITY FOR FINAL PLACEMENT OR LEVELING OF WORK.

