

TERMS AND CONDITIONS

We do not hold stock. Every piece is manufactured upon request so all sales are final. Should you wish to change your order, we will do our best to help, but please note that if any piece has gone into production we may not be able to make an alteration. If there are changes made to what is stated in this proposal, please inform us as soon as possible so we can try and mitigate the costs if possible. Standard orders may only be canceled in writing within 48 hours of order placement. Upon receipt of your cancellation we will charge a 5% administrative fee. Finally, should you wish not to accept delivery of standard furniture manufactured for you, we will offer a refund if the goods have not yet left our factory, but charge you a cancellation charge equivalent to 30% of the value of your order. Once the goods have left our factory, the order may not be cancelled. Sales of promotional items, stock items or special orders are final and may not be changed or cancelled at any time.

Custom orders are made upon order and are non-cancellable, non-returnable and non-refundable with the exception of manufacturer defects or damages. Customers will have 24 hours from placement of custom orders to cancel in writing. After 24 hours, a 50% deposit will be retained by 2point54 Designs and cannot be refunded.



Proudly Made in Canada

Calgary, Alberta | info@2point54.com | +587.830.2839 | www.2point54.com

PRODUCT AND PERIOD GUARANTEE

Here at 2point54 Designs we strive to provide you the best possible handmade product that we can, but should there be defects in workmanship and/or materials, within the warranty period from the date of shipment, we will upon notice, repair or replace at our option and cost the affected part or parts. If there is a manufacturing defect, this will become apparent within the first year of use. Due to natural variations in wood, we cannot guarantee color or grain consistencies in any product.

Damage as a result of a shipper must be recorded on the shipping documents and photographed, and reported to 2point54 Designs within 24 hours of receipt and the shipment refused. This will allow us to follow up with the shipper to claim damages in order that you may receive a replacement. Products and packaging must be retained for our and the carrier's inspection or all claims will be denied.

3 YEAR GUARANTEE Tables, Chairs, Stools, Desks, Beds, Benches

6 MONTH GUARANTEE Hardware, Shou Sugi Products

Our product guarantee does not apply to the following:

Normal wear and tear or acts or omissions of parties other than the Seller (including user modification)

Customers own material or other third party materials applied to products

Products not installed/maintained following instructions or damaged caused by careless removal of packaging

Dramatic temperature and humidity variations or exposure to unusual conditions.

Natural variations occurring in wood, fabric and leather shall not be considered defects and 2point54 Designs does not guarantee the colorfastness of matching of the colors, grains, textures or surface hardness of such materials.

Damage caused by a carrier other than 2point54 Designs

THE EXPRESS GUARANTEES CONTAINED HEREIN ARE IN LIEU OF ALL OTHER GUARANTEES, EXPRESSED OR IMPLIED, INCLUDING AND GUARANTEES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE AND ALL OTHER GUARANTEES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE.

SHIPPING

Upon receiving confirmation of an order, we will provide you with the expected delivery date and keep you up to date as to the progress of the work. Note that due to circumstances not always within our control, delivery dates may move forward or backward and we will notify you if anything changes. Most orders on Vancouver Island and Greater Vancouver City area will be handled by our shop directly and include unpacking, assembling and removing of any waste. Please contact us directly if you are shipping the product anywhere else to establish the method and delivery date.

Please note that all delivery options require a person available to receive the shipment. We reserve the right to bill you for all additional charges incurred should these instructions not be followed.

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