

Terms and Conditions

Price List:

Contact us for a current price list.

Custom Orders:

All Birch & Willow fixtures are made to order based on the dimensions specified on our website and included in our product and pricing information. Contact us about custom sizing and or design orders. We work with interior and lighting designers, architects, lighting distributors and end-users to create custom lighting for commercial and residential spaces. Call for details and discover the possibilities.

Terms:

All orders including shipping and handling must be prepaid. Payment accepted in cash, check, or money order.

Shipping:

Merchandise is shipped F.O.B. MA, USA. All orders are shipped FedEx Ground unless otherwise specified. Please call for turnaround time for each order. A 20% rush fee is charged for delivery in less than 3 weeks unless items are in stock.

All packages must be opened upon receipt. Due to the characteristics of the natural materials, they must be immediately removed from all packaging materials and stored in a well-ventilated area.

Birch & Willow is not responsible for lamps, fixtures or lampshades not removed from packaging upon receipt. We cannot be responsible for any damages, discrepancies, or mistakes that are not reported within ten days of delivery. Claims made for damage incurred during shipping must be made by the recipient to the carrier per request of the carrier.

Returns:

No returns are accepted without our written consent. We will forward repacking instructions and require written confirmation of receipt of those repacking instructions before agreeing to accept returns. All refunds (less restocking fees) are made in the form of merchandise credit.

There is a restocking charge of 25%-50% applied to all returns, in addition to shipping costs both ways. Restocking fees are 25% for table lamps; 30% for sconces and pendants; 50% for floor lamps, plus all shipping costs.

No returns of custom or special orders are accepted.

Any products returned to us must be insured for the full value. We will not accept anything returned to us damaged. If the carrier damages the package and merchandise, you can seek reimbursement directly from the carrier. There will be no merchandise credit issued for lamps and or shades damaged resulting from poorly packed merchandise.

Product Specifications:

Each Birch & Willow product is unique. Our products are made with natural materials and most of the paper we use is hand-made. As a result, there are observable differences from one fixture to another.

Cut sheets are available on individual fixture designs upon request and or downloadable from our web site.

Birch & Willow reserves the right to modify the technical and or design specifications of any products, without notification, with the sole aim of improving the work. All designs are registered.

Ordering

How to place an Order:

All orders are placed directly with Birch & Willow and can be completed by email or telephone. Explore our website to find the answers to most of your ordering questions including:

- * How to measure the drop of a pendant.
- * What kind of bulb is suitable for a fixture.
- * What are the paper choices for sconces or pendants.
- * Specifications for our products are available on the individual product pages and on downloadable cut sheets.

All of our luminaries are made to order. Inquire about modifying existing designs as well as creating custom one-of-a-kind fixtures. Feel free to call or email us with any questions about sizes, designs and turn-around times. We may be able to provide drawings and other photos as well as material samples.

Once you have decided what you would like to order, please contact us by telephone, fax or email:

Phone: 617.423.3437 and ask to speak with Katherine Ahern
Email: katherineahern@birchandwillow.com

What about in-stock lamps?

We have a small inventory of over-stock and prototype fixtures. Please visit our In-Stock Page. The In-Stock Page may not be completely up to date. So call to inquire about available inventory.

Shipping:

How will the order be shipped?

Unless otherwise specified, all lamps are shipped via FedEx Ground.

Where will the order be shipped from?

All of our fixtures are made at our studio in MA in the USA. Your order will be shipped from Boston, MA.

What about the packing materials?

Our packing materials are recycled. Please recycle the boxes and packing materials from your order.

What do you need to do when you receive your order?

When you receive your package(s) from Birch & Willow, it is very important that you OPEN ALL BOXES IMMEDIATELY. This ensures that if your products were damaged, the problem can be corrected as quickly as possible. See the "Please Open Box Immediately" instructions attached to the outside of the boxes as well as the Care and Maintenance Instructions packed in the box. All fixtures are to be installed by licensed electricians.