



WOODSHOP Design Company

ORDERING POLICY

DEPOSIT

All standard orders \$250 or less do not require a deposit. All custom items or any standard items over \$250 require a 50% deposit before construction will begin. Please see our payment options below. The balance is due at completion to schedule delivery. All deposits are non-refundable and paid upon signing of the Furniture Work Order. Upon receipt of your payment we will begin your custom project. If you are unable or unwilling to pay the balance at completion, your item will be held for 15 days, during which time final payment can be made. After that time, your deposit will be voided and the item will be made available for direct purchase. No refund will be given.

PAYMENT

Payment can be made with cash, cashier's check or money order via mail and made payable to Woodshop, PO Box 307, Schulenburg, TX 78956. Or you can pay by credit card through our simple invoicing system.

DELIVERY

Delivery is included for any location within 25 miles of 78956. We will deliver up to 100 miles outside 78956 at a rate of \$1 per mile. Anything farther than that will require shipping by a third party and cost will be determined at the completion of your product.

LIMITED 3-YEAR WARRANTY

We want you to be completely happy with your new furniture and we stand behind our products. Each Woodshop piece is handcrafted to the highest standards of care and commitment to quality. If you are displeased with a product you have received, we will work with you to resolve the issue; however, many characteristics of natural wood are subjective. Should our furniture fail because of workmanship or a failure of the wood materials within 3 years of purchase, we will either repair or replace it. Some customer requested wood species, finishes, and modifications are excluded.

RETURN POLICY

Custom Orders or Made to Order Products

Buying custom furniture is a big decision, and we work with every customer to set clear expectations of quality, wood character, color, and delivery timing prior to processing your order. Most of our products are made specific to your order. Due to the nature of our made-to-order model, all sales of custom and made-to-order products are considered final.

Custom Orders

Our custom order program allows you to specify the exact size and specifications you desire. We work with you individually on each custom order to ensure that we build exactly your vision. If needed, you will receive detailed drawings, supporting images, and specifications for your approval. \$99 will be charged for shop drawings, which will be credited to your custom order upon purchase. **Your completed project will be shipped once all balances are paid in full, no exceptions.** Custom orders are non-refundable following the 72 hour grace period. Due to the unique nature of custom pieces, all sales are final on custom orders.

Change Policy

Once your payment for standard furniture or your deposit for custom furniture has been placed you may cancel or adjust the original order within 72 hours without incurring additional charges. In most cases, your custom furniture will be in our production process after the 72 hour grace period.

Refunds

We issue full refunds for orders cancelled within 72 hours. Issuance of a refund or exchange following the 72 hour grace period is at the sole discretion of Woodshop. Approved returns, cancellations or changes on special orders following 72 hours will result in a restocking fee of 20%. Original shipping charges are non-refundable once shipped.

Wood Characteristics, Quality, and Age

Each piece of furniture we produce is individual and unique. We use a variety of new woods as well as reclaimed materials. Our reclaimed materials inherently have less consistency and are more subjective to each individual eye. The beauty in our furniture is not in its perfection but rather in its utility, overall quality, and long-term durability. We cannot guarantee that any two pieces will be identical. This applies to individual pieces of wood, knots, wood/stain colors, "character marks" such as nail holes, scratches, and open cracks, etc. Our furniture is non-returnable due to wood movement, knots, nail holes, open cracks, dimensional qualities, and other natural features of solid wood construction.

Color, Stains, and Matching

At Woodshop we offer the opportunity to choose your furniture piece's color, stain and finish. Under our custom finish program we cannot guarantee that every board or square inch of your furniture will exactly match an approved sample; wood is a natural material that varies in grain pattern, color, and texture from inch to inch. We offer no guarantees for color matching and our furniture is non-returnable due to color, stain, and matching issues.

Measurements

All measurements presented on the web site and contained within your order details are estimations only. Wood is a natural material that will expand and contract during the cycle of a calendar year. Changes in humidity and prolonged exposure to sun, water, and air will affect natural wood products. In addition, Woodshop routinely works with unique and limited supply materials that may not match specifications presented on the web site or in your order details. Table top thickness dimensions are accurate with a tolerance of +/- 0.25". This standard does not apply to reclaimed materials. Reclaimed materials will be finished at a maximum yield and/or to the thickness of your choice when that measurement is less than the maximum yield of the material. Overall furniture measurements (length, width and height) are accurate within +/- 0.75". If you require a critical dimension in either wood thickness or overall size, this must be explicitly identified in your order details only by the wording "Critical Dimension".

Complications with Shipping and Delivery

While it is extremely uncommon, if your furniture is shipped and the packaging or crate is damaged or defective, DO NOT ACCEPT IT FROM THE CARRIER. If you accept a damaged shipment you take full responsibility for shipping claims and the filing process in the event a claim needs to be made. You may also incur the return shipping charges. If in doubt, inspect the shipment while the carrier is on location and photo document issues when possible. This includes major breakage, scratches, chips, splinters and abrasions not intended in the original product construction. If you reject the shipment due to damage, the cost of the return shipping will be covered by the carrier. Acceptance of the damaged product implies that you, the buyer, are willing to accept or repair the product at your own cost. We will repair or replace your damaged or defective furniture at our cost as long as you have followed these return instructions. Repair or refund is at the sole discretion of Woodshop.