

Terms and Conditions

Warranty

Our products carry a lifetime warranty for materials and craftsmanship. We firmly stand behind everything we make and will do what is necessary to ensure client satisfaction should anything fall short of expectations.

Warranty Details

The lifetime warranty is limited to repair or replacement of the fixture itself, and does not extend to ancillary charges such as site work or electrician fees. The determination of whether repair or replacement is appropriate will be made by us at our sole discretion. Any approved repair work must be performed at our manufacturing facility. Any unauthorized repairs or modifications will void this warranty entirely. Incorrect installation or failure to follow our care instructions will void this warranty entirely. This warranty does not cover damages from weathering, misuse, or normal wear and tear.

Payment

Final payment is due prior to delivery. All payments are received and processed at the Urban Lamp Company, 493 Willoughby Road, Willoughby 2068, NSW. We accept payment by PayPal, Visa or MasterCard.

Pricing

The net pricing of our fixtures is subject to change without prior notice. All fixtures are invoiced at the price that is in effect at the time the order is received.

Shipping

Unless otherwise requested by the client, orders are typically shipped via common carrier, F.O.B. Willoughby, NSW. Please determine if this method is suitable for the delivery site and inform us at the time of ordering if it is not. Other orders may be shipped as a parcel, such as TNT. Additional crating fees may be required for certain fixtures. All orders are assessed shipping and handling charges. If a client does not wish to incur shipping and handling charges, their fixtures will be made available in store for personal pick up, where our liability for damage will end.

Damaged or Defective Fixtures

Clients must examine merchandise upon receipt and report any damage to the Urban Lamp Company within forty-eight (48) hours of receipt. Claims for damage will not be honoured after that period. All packaging must be retained when making a claim for damage and visible damage must be noted in writing with the shipper. Fixtures must be inspected at the time of receipt for defects or deficiencies. We will not be liable for anything beyond replacement or repair of defective or

deficient fixtures, and will not be held responsible for installation expenses incurred as a result of a deficiency or defect. Installation constitutes acceptance.

Site Conditions

The Lamp Company does not accept responsibility or liability for site preparation or conditions, installation, sealing or refinishing. It is the responsibility of the client to determine that site conditions are suitable to receive the fixtures ordered. This includes electrical junction boxes and water/weather conditions. The Urban Lamp Company is not liable for defective or improper installation work.

Returns

All sales are final. We are, however, happy to provide company credit toward another purchase for any fixture that is returned within fifteen (15) days of receipt. Returned fixtures must not have been installed and must be in their original condition and packaging. A minimum 20% restocking fee will apply to such returned fixtures. Fixtures that have been installed may not be returned for refund or credit.

Product Lead Times

Our lead times can vary depending upon our suppliers shipment schedule and the products country of origin. We do accept orders for expedited production for a pricing premium. All quoted ship dates are estimates only and are subject to change.

Glass and Finishes

Much of the glass pictured in our product images is hand/mouth blown. Due to the unique production methods, natural variation in tone and texture may occur. Most of our finishes are hand-applied and are subject to occasional irregularities or variations. Many of our finishes are “living” and will continue to patinate over time.

Bench Made

Our fixtures are bench-made, and we take great pride in the quality of this form of craftsmanship. We believe this to be one of the greatest attributes of our fixtures and why they hold such appeal for those clients who seek individual quality. It also can lead to slight “imperfections”. Please do not be surprised by occasional, slight irregularities, inconsistencies or variations in the fixtures.

Intellectual Property

The Urban Lamp Company retains copyright and ownership of all quotations, designs, drawings, and plans.