

# FTSNY TERMS AND CONDITIONS

Thank you! We appreciate your purchase and hope you enjoy your FTSNY furnishings for many years to come.

## ABOUT OUR PRODUCTS

- FTSNY products are designed using solid wood and natural materials. Our products celebrate the uniqueness and individual differences that occur naturally. These differences can be seen in our material's character, color, and texture.
- FTSNY products are handmade and reflect their craftsmanship.
- Natural materials breathe and gently expand seasonally that may result in minor cracks. These cracks often do not affect the structure of the product and is part of its natural movement. If for any reason the movement in the wood affects the items structural integrity, FTSNY will cover the cost of repair.
- Sudden change of temperature or humidity level may increase the risk of expansion. Outdoor furniture will fade naturally over time to a silvery, gray color.

## RETURNS AND EXCHANGES

**Proof of purchase is required to issue a refund, credit or exchange.** Refunds will be issued in the original form of tender, or in the form of store credit, at the Manager's discretion.

- **REFUNDS:** Full refunds are available within 7 days of PURCHASE. A 25% restocking fee will apply to any refund requested 8-30 after purchase date.
- **EXCHANGES:** Full exchange or store credit is available within 30 days of receipt of product.
- FTS CANNOT accept returns after 30 days from receipt of purchased items.
- **Delivery or Shipping Fees are non-refundable** on all returns or exchanges.
- **"FINAL SALE" + PROMOTION DISCOUNTS:** Clearance items, floor samples, or items from our Outlet Department are not available for store credit or refunds. Any products purchased on sale during a promotion are available for store credit only. Furniture that is custom made or modified to your specifications cannot be accepted for return or exchange.

## DELIVERY – FTSNY WHITE GLOVE SERVICE

### *Schedules and Pricing*

- Delivery is scheduled via Customer Service. Notification of delivery availability will occur within 7 days of your purchase if the items are in stock.
- **Walk-Up/Down Fees - \*flight= 8 steps or more/per set of stairs**
  - **additional charges apply** for any items that require FTSNY to walk up or down stairs
  - \$15 per item / Per flight, \$25 per item / Per flight for oversized items (requires 2 persons to carry).

### *Accessibility*

- Customers must **Measure carefully** to ensure that all items purchased will fit through entry ways, stair cases, hallway turned and elevators.
- **All Delivery fees are non-refundable** in the event that an item does not fit and must be returned.
- **Space for the furniture must be cleared prior to delivery.** Our delivery service personnel are not authorized to move or assist in moving furniture in the customer's home.
- **Additional Fees will apply** for any items that do not fit in the elevator, requiring walk up / down service

### *Inspection*

- **FTSNY requires you to inspect all items at the time of delivery** and accept only as in "good condition."
- Any issues must be reported to Customer Service department at time of delivery.

## 30 DAY MERCHANDISE HOLD - FEES APPLICABLE AFTER 30 DAYS

- FTS can hold purchased merchandise for up to 30-days starting at the time your purchase is available for delivery; thereafter, on the 31st day a **\$5.00 per-day and per-item hold fee will be added to the balance.**

**PRICE ADJUSTMENTS -** FTSNY will honor price adjustments in the form of a store credit for purchases made up to 7 days prior to a sale.

**WARRANTY/REPAIRS -** At from the source, we stand behind our products in terms of material and workmanship.

- Our products come with a **1 Year Warranty against manufacturing defects** under normal use and service.
- Repairs and Exchanges on items will be solely at the discretion of FTSNY. **Please send photographs of damaged goods to Customer Service for evaluation at [cs@ftsnny.com](mailto:cs@ftsnny.com).**
- Warranty does not cover defects or damage resulting from misuse, improper maintenance, exposure to chemicals or liquids, accidents, or any use for which the product was not designed.
- Additional Fees will apply to repair jobs beyond the warranty period or if not covered.

From the Source (FTSNY) reserves the right to update or change our terms and conditions at any time. Pricing is subject to change at any time without notice. Please refer to our website for more detailed information regarding our policies. **[www.ftsnny.com](http://www.ftsnny.com)**