



FROM THE SOURCE

## RETAIL TERMS AND CONDITIONS

Customer Service  
Email: [cs@ftsny.com](mailto:cs@ftsny.com)  
718-523-1671 x 316

### ABOUT OUR PRODUCTS

Thank you! We appreciate your purchase and hope you enjoy your FROM THE SOURCE (FTSNY) furnishings for many years to come.

- 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.
- For full Care Instruction, Please visit our website.

### 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.

- Returns are not accepted after 14 days of receipt of merchandise. In the case of delayed deliveries due to special circumstances, return policy may alter at the discretion at FTSNY.
- **After 48 hours from time of purchase, all \*Built-to-Order and Gus Modern Furniture returns will be subject to a 10% restocking fee.**
  - \*Built-to-Order items consists of all products where the top and base are sold separately.
- Delivery or Shipping Fees are non-refundable on all returns or exchanges once the service is rendered and accepted by the customer.
- \*\*Special order items and items with custom modifications are non-refundable. \*\*See Special Order Agreement for further details.
- The following items are considered as FINAL SALE and are not available for return.
  - a. Outlet items or floor samples, as noted on order.
  - b. Special Order Furniture that is custom made from FTSNY Factory, Loloi Rug and Cisco Brothers Purchases.
  - c. Items that are modified to client specifications within FTSNY Workroom
- Price adjustments in the form of a store credit are available for purchases made up to 7 days prior to a promotion or sale.

### DELIVERY – FTSNY WHITE GLOVE SERVICE

- Delivery is scheduled via Customer Service. Notification of delivery availability will occur within 7-14 days of your purchase if the items are in stock.
- Delivery charges are based on location and size of order.
- Additional charges apply for any item that requires FTSNY to walk up or down stairs of 8 or more steps
  - Prices: \$15 per item / Per flight, \$25 per item / Per flight for oversized items (requires 2 persons to carry).
- Customers must Measure carefully to ensure that all items purchased will fit through entry ways, staircases, 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.
- 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

- FTSNY 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 unless otherwise noted on the 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@ftsny.com](mailto:cs@ftsny.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.ftsny.com](http://www.ftsny.com)