



FROM THE SOURCE

2023 SHIPPING AND DELIVERY TERMS

Customer Service
Email: cs@ftsny.com
+1 212.255.9209 x 316

Thank you! We appreciate your purchase and hope you enjoy your **FROM THE SOURCE (FTSNY)** furnishings for many years to come. Read all terms and conditions carefully and save the [FTSNY Care Sheet](#) for future reference. Please see below for our **Shipping and Delivery Terms**:

- **3 - 4 week ETA** on FTSNY orders and instock Gus* Modern orders.
- **6 - 8 week ETA** on FTSNY modification orders.
- Within **10 - 12 business days** the client will hear from **cs@ftsny.com** to schedule a delivery day and time via email.
- **UPS Ground Tracking** information will be sent within 10-12 business days.
- Freight orders take 12 - 14 business days.
- **Any rush order request will require a rush fee** and the order **must be approved** confirming that the rush lead time can be met.
- **Pickups will take 5 - 7 business days.**
- **Special orders will take 16 - 18 week ETA.**
- **For more information or questions regarding delivery, shipping or pick up status updates, please contact cs@ftsny.com.**

Our furnishings are carefully inspected before leaving our warehouse. We request that you do the same upon receipt of your purchase. In the event that damage occurs in transit, or if you discover any defect in manufacturing, FTSNY requests that this be communicated at the time of delivery. Please contact Customer Service at 718 729 3026. We also ask that the driver be notified, so that you may avoid future re-delivery charges for service or exchange. For a full description of walk-up fees and returns please reference our store policy.

We want you to enjoy living with your new purchase! Please measure carefully before ordering to ensure that your furnishings will fit in any elevators, stairs and passageways at the delivery location. In the event that an item does not fit and is returned to the store, the customer remains responsible for delivery charges incurred.

To receive an **international shipping quote**, please contact us at **cs@ftsny.com**.

LOCAL DELIVERY THROUGH ONLINE PURCHASE

Most items can be delivered locally in the New York metropolitan area without a custom quote. The price depends on your distance (radius in miles) from the warehouse located in Queens, but it covers Manhattan, Brooklyn, Queens, Bronx, and some parts of New Jersey. There are 4 "Areas" in the local delivery zone. Online Prices DO NOT include walk ups, additional cost will apply.

DELIVERY – FTSNY WHITE GLOVE + CURBSIDE SERVICES

- Delivery is scheduled via Customer Service (**cs@ftsny.com**). Notification of delivery availability will occur within ten business days of your purchase if the items are in stock.
- Delivery charges: NYC (within the five boroughs) are \$150 for White Glove, which includes two walk ups for two items, or \$65 for Curbside Delivery.
- No Elevator access: Walk ups or down stairs of **eight or more steps** charges will apply per flight.
- Prices: \$25 per flight for a standard delivery. Deliveries containing two or more items walkups will require a quote.
- **Customers must measure carefully** to ensure that all items purchased will fit through entryways, staircases, hallway turns, and elevators. All Delivery fees are non-refundable in the event that an item does not fit and must be returned. (A sight survey is available to assure your furniture will fit upon request for a \$100 non refundable fee.)
- **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" and sign off if all is accepted.
- Any issues must be reported to the CS department at time of delivery and or refused at time of delivery.

WARRANTY/REPAIRS

FROM THE SOURCE, stands behind our products in terms of sustainably sourced materials and workmanship. Our products come with a Two 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, along with proof of purchase, to Customer Service for evaluation at cs@ftsny.com.

- Warranty does not cover defects or damage or scratches resulting from misuse, improper handling and 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 and a quote estimate will be sent by CS.

RETURNS AND EXCHANGES

- Clients have 48 hours from the day of purchase to cancel any FTSNY furniture, Gus* Modern Furniture and Loloi Rugs.
- After 48 hours a 15% restocking fee will apply. Merchandise credit **only** will be issued .
- Any exchanges must be initiated within seven days of pick up/delivery has been completed.
- Exchange or returns pick up requests are subject to a fee. All accessories are FINAL SALE / NON-REFUNDABLE.
- Delivery and shipping fees are non-refundable once the service is rendered and accepted by the customer.
- For Warranty details please visit us at www.ftsny.com.
- Please note that Gus* Modern does not accept returns for any reason other than a damage incurred in transit, concealed damage or a mis-shipment.
- It is especially important to note that Gus* Modern does not accept returns due to buyers remorse.
- With that in mind, we suggest that you take advantage of our complimentary fabric swatches and catalogs prior to purchase.
- It is the client's responsibility to inspect all delivered furniture during delivery and to contact cs@ftsny.com if they find any defects before signing.
- Gus* Modern Warranty and Care Instructions will be provided via email by your sales representative. Ten Year Manufacturer Warranty on most frames / One Year Manufacturer Warranty on upholstery / Two Year Manufacturer Warranty on leathers.
- Customer Service will reach out within ten business days to arrange a delivery date and time if you have opted for curbside/ white-glove / or pick up.
- Contact cs@ftsny.com to request an exchange, return, or order status request.

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.