



FROM THE SOURCE

2023 RETAIL TERMS AND CONDITIONS

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.

WARRANTY/REPAIRS

FROM THE SOURCE, stands behind our products in terms of sustainably sourced materials and workmanship. Our furniture 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.

Gus* Modern products are covered by the Gus Modern Policy

- Gus* Modern Warranty and Care Instructions will be provided via email by your sales representative. Coverage includes: Ten Year Manufacturer's Warranty on most frames / One Year Manufacturer's Warranty on upholstery / Two Year Manufacturer's Warranty on leathers.

RETURNS AND EXCHANGES

- Customers have 48 hours from the day of purchase to cancel any FTSNY furniture, Gus* Modern Furniture, and Lolo Rugs.
- After 48 hours a 15% restocking fee will apply. Merchandise credit only will be issued.
- Merchandise Exchange requests must be initiated within seven days of pick up/delivery.
- To arrange Pick up for returned/ exchange items, contact cs@ftsny.com to request a quote.
- All accessories are FINAL SALE / NON-REFUNDABLE.
- Delivery and shipping fees are non-refundable once the service is rendered.
- Please note that Gus* Modern does not accept returns for any reason other than 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 buyer's 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 furniture during the delivery before signing and to contact cs@ftsny.com if they find any defects.
- Contact cs@ftsny.com to request an exchange, return, or order status.

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.