

Terms & Conditions

1. 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.

2. 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.

3. INITIAL DEPOSIT AND FINAL PAYMENT.

A 50% deposit is required before an order is placed into our production schedule. Deposits are non-refundable. Final payment is due prior to delivery, shipment or release of an order. Custom and Quick Ship orders as well as any orders under \$5000.00 are due in full at the time of order. All payments are received and processed at Hennepin Made, 144 Glenwood Ave, Minneapolis, MN 55405. We accept payment by check, wire transfer, Visa, MasterCard, Discover or American Express. Credit card payments for orders over \$5000.00 are subject to a 3% processing fee.

4. 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. We honor pricing for written quotations (including custom projects) for thirty (30) days from the date of quotation, regardless of a subsequent pricing increase.

5. ORDER ACCURACY.

In order to ensure your satisfaction, we require a client signature or Purchase Order on all quotes prior to processing. In the event that we do not have a signature, a deposit on a quote indicates approval for processing. Please review your quote thoroughly for accuracy as we will not be held responsible for discrepancies in quantities or custom specifications. The details and quantities contained in our Order Acknowledgment will be deemed final and will supersede any conflicting details or quantities contained in a client's purchase order.

6. SHIPMENT.

Unless otherwise requested by the client, orders are typically shipped via common carrier, F.O.B. Minneapolis, MN. 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 parcel method, such as UPS or DHL. 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 charges, their fixtures will be made available for pick up at our shipping dock, where handling charges will be applied and our liability for shipping damage will end. Orders held at our manufacturing facility longer than 1 week past their final payment due date are subject to a storage fee. Change of address or re-delivery after shipping are subject to fees.

7. DAMAGED OR DEFECTIVE FIXTURES.

Clients must examine merchandise upon receipt and report any damage to Hennepin Made within forty-eight (48) hours of receipt. Claims for damage will not be honored after that period. Due to the value of our fixtures, we ship all orders with a signature required, unless notified prior to shipping. 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.

8. SITE CONDITIONS.

Hennepin Made 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. Hennepin Made is not liable for defective or improper installation work.

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9. RETURNS.

All sales are final. We are, however, happy to provide company credit toward another purchase for any non-custom 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. Custom fixtures may not be returned for refund or credit. Credits on account must be used within 24 months of issue.

10. PRODUCTION LEAD TIMES.

Our typical lead times range from 5 to 8 weeks, however, lead times can vary depending upon our production schedule and the size and complexity of a given order. We do accept orders for expedited production for a pricing premium based on production availability. Unless we accept an order for guaranteed expedited production, all quoted ship dates are estimates only and are subject to change.

11. GLASS AND FINISHES.

Much of the glass pictured in our catalog is hand 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. Orders for premium finishes will require additional production time.

12. UL LISTING.

All of our fixtures are UL listed. UL provides third-party performance certification to determine if a product meets specific performance-based standards or parameters. UL’s performance certifications are published in the company’s Online Certifications Directory and are supported by its Follow-Up Service, to determine ongoing compliance. The UL Listed Mark serves as proof of product compliance with national safety standards.

13. CUSTOM PROCESS.

Many of our standard fixtures can be customized in scale, detail, finish, and mounting via our Modified program. We are also pleased to entertain requests for full bespoke projects via our Custom program.

Please note that custom orders under either program cannot be canceled once placed and cannot be returned for refund or credit. Clients placing custom orders will be required to review and sign our Custom Terms and Conditions (separate document).

14. HUMAN MADE.

Our fixtures are human 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.

15. INTELLECTUAL PROPERTY.

Hennepin Made retains copyright and ownership of all quotations, designs, drawings, and plans.

SIGNATURE

NAME

DATE