

PORTER TELEO

Hand Painted Wallcoverings, Textiles and Canvas

Lead Time

Cutting for Approval (CFA) standard lead time is approximately 2 weeks upon receipt of initial payment and working sample.

Standard production lead time is 8 weeks from CFA approval.

Lead times do not include transit time.

Quoted lead times are estimates and are subject to change based on material availability, transit time, client approvals, and production capacity.

Terms & Conditions

Porter Teleo does not accept responsibility for incorrect quantities or dimensions.

Due to the made-to-order nature of the product, orders cannot be returned or canceled once production has been initiated. See Cancellation Policy for further details.

Goods must be inspected upon receipt. If Porter Teleo is not notified within 10 business days, delivery and/or subsequent installation constitutes acceptance of goods in the condition received.

Samples, Strike Offs and Cuttings for Approval are intended only as an approximation and/or example of our products' quality, appearance and/or characteristics. The quality, appearance and/or characteristics of Samples, Strike Offs and/or Cuttings for Approval may vary from the products ultimately sold and delivered. Client must notify Porter Teleo of any variance that is deemed unacceptable within the 10 day inspection period, and must allow Porter Teleo an opportunity to inspect the final product before any applicable remedies are determined.

No claims allowed for labor charges or consequential damages under any conditions.

Product is hand painted and can display certain irregularities that are inherent to the process.

Product is not guaranteed against fade, color change, wear or bleed.

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Cancellation Policy

Every Porter Teleo product is hand painted and made-to-order, using a uniquely mixed dye lot. This is what makes our product so inherently different and special. We put a great deal of time and effort into each individual order's specific customization. Our policies related to cancellations, change orders and returns reflect this custom-made nature of our product and our process.

Prior to a CFA being initiated:

For canceled orders, a 15% cancellation fee will be incurred.

For change orders of equal or greater value, no fees will be incurred.

After a CFA has been initiated, but prior to Production:

For canceled orders, a 25% cancellation fee will be incurred.

For change orders, a 25% change fee will be incurred.

After Production has been initiated (CFA has been approved):

Porter Teleo will not accept any returns or cancellations and no refunds will be issued.

PORTER TELEO

Type II Vinyl Wallcovering, Vinyl Upholstery Fabric, Digital Art Prints

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Due to the made-to-order nature of the product, orders cannot be returned or canceled once production has been initiated.

Goods must be inspected upon receipt. If Porter Teleo is not notified within 30 business days, delivery and/or subsequent installation constitutes acceptance of goods in the condition received.

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No claims allowed for labor charges or consequential damages under any conditions.

A minimum 50% deposit is required to initiate an order. Remaining balance is due prior to final product shipment.

Quoted lead times are estimates and are subject to change based on material availability, transit time, client approvals, and production capacity.

Invoiced shipping costs are estimated and may be adjusted based on actual shipping rates.

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