

CLAD HOME



Hello! We're so pleased you've chosen Clad Home for your custom furniture needs!

Please read through all of the following information carefully as your design process (while creative and fun!) will require clear communication and close attention to detail.

If you're in Los Angeles please stop by our Melrose Ave showroom to meet us and view our floor models and fabric selection in person. For those who can't make it to the store, you're in good hands! We will walk you through the ordering process from afar.

Please note that in order to give you the highest level of individualized customer service, our showroom managers Hailey and Hudson personally attend to all communications. We ask your patience and understanding that we're a small (yet mighty!) female-owned and operated business offering you truly bespoke furniture at box store prices. Please allow 24-48 hours for email correspondence.

WHAT'S POSSIBLE AND WHEN?

- *Just about anything is possible! Our specialty is fine custom furniture at people friendly prices.
- *All styles on the site are fully customizable and ship within 7-8 weeks of purchase.
- *Same for most fairly straightforward custom designs not pictured on our website.
- *Highly customized new designs not on our website may take up to 8-10 weeks.

SHIPPING INFO

- *Flat rate curbside delivery on out-of-state orders is \$600 for one item. May increase for sectionals and multiple items, but know that we do offer bulk rates and strive to ship as reasonably as possible every single time.
- *Out-of-state inside home delivery requires a custom quote from our freight carriers. Please provide the necessary details on the attached order form and we will generate and send you a quote.
- *Local Los Angeles curbside delivery is \$60 and inside delivery is \$110.
- *Greater California (outside of Los Angeles) curbside delivery is \$300 depending on location. Inside delivery requires a custom quote from our freight carriers. Please provide the necessary details on the attached order form and we will generate and send you a quote.
- *We personally inspect every item before it leaves our factory. Please thoroughly unwrap and inspect your furniture before signing the bill of lading or allowing the driver to leave. Any transit damage not noted in writing on the bill of lading may preclude a damage claim. We will always work with you to repair minor issues from afar. If you feel your item has sustained major damage that may be unfixable, please refuse the delivery and send back with the freight carrier.

WARRANTY AND RETURNS

Our manufacturer's warranty covers defects in materials and workmanship for one year from the date of shipping. Clad Home will, at its discretion, courier or ship replacement parts to you. Please note that warranties are not transferable and do not extend to re-sold items. For warranty to be in effect, products must have been used for their intended purpose through normal use. Defects resulting from negligence, misuse, accidents, abnormal wear and tear, or if used for commercial purposes are not covered by warranty.

In the rare event that you wish to return an unsoiled, undamaged, unworn furniture item, we will help you with the process. Please email info@cladhome.com for return authorization. All of our furniture is custom made to your specifications, therefore we must charge a 45% restocking fee. Customers are responsible for all return shipping charges and outgoing shipping fees will not be credited.

We strive for happy customers every single time! If you have any questions at all when placing your order, contact us and we'll be happy to help you get the details exactly right.

TO PLACE YOUR ORDER

The quickest and simplest way to receive your Clad Home furniture is to order directly on our website where you can customize size, fabric, finishes, and many other details!

For orders requiring a higher degree of customization, please follow these steps:

STEP 1



Visit the store or order your 10 free swatches directly from the Clad Home website. You can view pricing there and also get a sense of typical costs if you have a custom piece in mind that's not on the site.

STEP 2

Carefully measure your space including all ceiling heights, doorways, stairwells, corridors, and elevators. This needs to happen before quoting to avoid ordering mistakes.

STEP 3



Upon finalizing your design, dimensions, fabric and other order details please complete the attached order form and return it to us by email. This will alert us if we need to generate a custom quote for inside delivery or that you've opted for our flat rate curbside delivery.

STEP 4

Once we receive your purchase order we will provide you with a finalized furniture quote, cost of inside delivery if requested, and an invoice to submit your payment in full. Please allow up to 1 week to complete this step.

STEP 5



On receipt of payment your lead time begins and we will produce a sketch and email it to you for your approval. Please allow up to 1 week to complete this step, possibly longer if you require revisions.

STEP 6

Once you've approved the sketch your order goes straight into production. Further changes cannot be guaranteed, may incur additional costs, and all change requests must be submitted in writing on our purchase order form.