

modern verve®

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Terms and Conditions

Thank you for ordering from Modern Verve. We are a design and manufacturing studio based in Seattle, Washington. Our lead times are estimates and can be extended with communication with the buyer. If you desire a rushed order, please contact Modern Verve and we will do our best to accommodate.

Shipping

Standard shipping is estimated with each order within the continental U.S., unless noted otherwise. Outside the continental U.S., additional fees including but not limited to international fees and duties may apply. If your order arrives damaged, photograph the damaged packaging and contact Modern Verve LLC within 3 business days. Complaints concerning damage incurred during shipping will not be valid if not corresponded within 3 business days after receiving the shipped goods.

Warranty

Modern Verve LLC will cover for one year after the purchase date components that need to be replaced under normal wear and tear or manufacturing defect. Our warranty does not cover any lamps and drivers included or damages caused by ill-use of our products, misuse or negligence. Light bulbs will be covered by bulb manufactures warranties. All sales prices may be subject to change without notice. Modern Verve LLC does not warrant nor is it liable or responsible for function or damages caused by any of its products including light bulbs supplied with its products or sold separately. Modern Verve recommends a licensed and qualified electrician to install all lighting fixtures.

Pricing & Quotes

All pricing is subject to change without notice. Quotes are good for 30 days unless approved in writing otherwise.

Products

Our products are hand crafted so the finishes and natural materials have variations. Even though our finishes are coated with a sealer, some spotting or tarnish may occur over time. Brass and nickel plated components, for example, can be restored with an approved cleaner and polish. Returns or exchanges will not be made for these variations as they are part of the uniqueness of each product we produce.

Returns

All returns must be approved by Modern Verve first and submitted with a RMA # provided. There are no returns accepted on custom items or items with custom finishes. Approved returns must be shipped in original packaging and within 14 days for store credit. Returns may not be made on discounted or custom items. All shipping costs incurred during the return of a product will be the responsibility of the buyer

Cancellations

Cancellations on an order must be made within 5 business days. We will not accept cancellations on rush or custom orders.