

blankblank

Box 325 Courtland CA 95615 V: +1.916.775.1730 www.blankblank.net @blankblankinc

Purchasing

We sincerely thank you for considering purchasing from blankblank. Here is some information that may be helpful:

All prices are shown in US Dollars. Foreign currency exchange rates will be calculated based on the transaction date. Our preferred method of payment is by check. Other payment methods require additional processing fees. We accept all major credit cards with a 3.5% processing fee. Returned checks are subject to a \$25 service fee.

Quantity purchase discounts are usually available, please ask about pricing for multiple quantities.

Discounts to the trade may be available upon request with credentials.

All orders are shipped from Northern California, FOB origin/shipping point.

Purchases for all orders require 50% (standard) or 60% (custom) deposit to begin fabrication with the balance due prior to shipping. This deposit is non-refundable on items that are made-to order. Overdue invoices are subject to a 2% monthly finance charge and future purchases will be held if late outstanding invoices are unpaid.

blankblank purchases are not subject to U.S. sales tax with the exception of those within California but please note that handling charges are taxable in California. Sales outside of the U.S. are subject to applicable taxes, duties and tariffs, some of which may not be known until after the goods have been processed in-country.

Gift packaging is available for accessory and smaller lighting orders. Please advise us at the time of purchase or prior if this is your preference.

Listed prices are subject to change without notice and blankblank reserves the right to decline, cancel or limit orders at its discretion. Requested quotes are valid for forty-five (45) days after issuance.

blankblank is committed to protecting your privacy. Your contact information is only used internally and you may remove yourself from our mailing list at any time by emailing info@blankblank.net. We do not sell your information to anyone.

Travel/Purchase Program

Many of blankblank's items are custom and one-of-a-kind and very often, electronic representations don't do them justice. If you are considering a purchase, let us know—we may be able to credit some or all of your travel costs to our studio.

Returns

We want you to enjoy the quality and condition of your purchase for years to come.

Our items are carefully inspected prior to shipment so please be sure to do the same upon delivery of your order. If damage has occurred in transit, please notate that with the delivery agent at the time of delivery and advise us as soon as practicable—for the best chance of a positive resolution, within 48 hours. We will work closely with you to be sure the issue is satisfactorily resolved promptly and completely.

For in-stock purchases, if you change your mind and simply decide to return an item in new condition within 45 days, you will be responsible for covering all costs associated with packaging, freight and insurance to blankblank, in addition to a 10% restocking fee. Refund will be issued by check upon receipt and inspection, less any travel credits applied. Returns of custom orders will be reviewed on a case-by-case basis.

Because of our commitment to sustainability, many of blankblank's items are collectible or adaptable. If your needs or tastes have changed, please let us know—we may be able to help you recondition it, or even consider buying your item back from you or facilitate it finding a good home.

Delays

blankblank will make every effort to avoid delays in the fulfillment of your order and stay in close touch with you about the progress of custom orders but delays can and do happen. Any anticipated delay in manufacture will be notified of immediately. Delays in fulfillment of in-stock items orders prior to shipping may excuse purchaser from any obligation to buy. Delays caused by carriers, labor disputes, governmental actions, "Acts of God", or any other conditions beyond blankblank's control are excused, and blankblank may postpone delivery for a reasonable time as a result. Any dates or times given for delivery are considered estimations and blankblank is not responsible for expenses incurred by the delay.

Warranties

blankblank warrants its products to be free of defects in material and workmanship for one year from the date of purchase. This warranty is limited to the correction of any

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such defect or the replacement of any such defective item or its equivalent. This warranty does not cover costs for labor related to removal and installation, shipping costs, injuries, or any incidental or consequential damages resulting from a defective product. Any product that has been improperly installed, overloaded, altered, or otherwise abused is not covered by this warranty.

Disclaimer

blankblank and its suppliers and fabricators shall not be liable for any indirect, special, consequential, or incidental damages including, without limitation, lost profits or revenues, costs of replacement goods, loss or damage to goods or services arising out of the use or inability to use this site or any product purchased from blankblank, damages resulting from use of or reliance on the information present, even if blankblank or its suppliers or fabricators have been advised of the possibility of such damages.

blankblank builds its reputation on creativity, craftsmanship and client service.

Questions? Feedback? Please don't hesitate to email us at info@blankblank.net.

Sincere Thanks!