



11481 HWY 160 Courtland CA 95615 +1 916 426 2517 [info@blankblank.net](mailto:info@blankblank.net) [www.blankblank.net](http://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 and charge in US Dollars. Foreign currency exchange rates will be calculated based on the transaction date. Our preferred payment methods are mailed check (to: Blank Blank, 11481 HWY 160, Courtland, CA 95615) and ACH/EFT (to: Account Holder: Blank Blank Account Type: Business Checking Bank: River City Bank Bank Address: 8923 Elk Grove Blvd, Elk Grove, CA 95624 Routing Number: 121133416 Account Number: 1410026949). We accept all major credit cards with an additional 4% processing fee. Please inquire about current fees for wire transfers or other payment methods. Returned checks are subject to a \$45 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. Please do not order online, instead email us at [trade@blankblank.net](mailto:trade@blankblank.net) or [info@blankblank.net](mailto:info@blankblank.net) if you are a member of the design trade.

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

Pre-payment for Quickship or in-stock items, online orders, and those fulfilled within three (3) weeks is requested in full. All other orders require a deposit (50% for standard orders and 60% for custom orders) to begin fabrication with the balance due prior to completion and shipping. This deposit is non-refundable on all items that are made-to-order; only in-stock and Quickship items are excepted. This deposit is considered forfeit if payment in full is not made within forty-five (45) days of completion or request for final payment, and the items will remain the property of blankblank.

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 and are the responsibility of the recipient.

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 unless otherwise stated in writing.

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](mailto:info@blankblank.net) or clicking the removal link within the email. We do not sell your information to anyone. We are [GDPR-compliant](#).

## **Delays**

blankblank will make every event to avoid delays in the fulfillment of your order and stay in close communication with you about the progress of custom orders but delays can and do happen in creative fabrication. Any delay in manufacture will be notified of as soon as possible. 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", pandemics, or any other conditions beyond blankblank's control are excluded, 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 any delay.

## **Delinquent Accounts**

Overdue invoices will be charged a 5% late fee for each thirty (30) days overdue, which must be paid prior to the resumption of work. Accounts that have been past-due are subject to stoppage of all projects and payment in full for each project, including additional late, shipping, transportation, or storage fees, and may be requested before work will be resumed for accounts that have been past-due for over thirty (30) days. Previously quoted shipping charges are also subject to change on delinquent orders. Deposits and any prepayments are considered forfeit if payment in full is not made within forty-five (45) days of notification of completion or request for final payment, and the items will remain the property of blankblank.

## **Unclaimed/Unshipped Orders**

Please advise us immediately or in advance if you are unable to take receipt of your order upon completion. Storage fees may be assessed after fifteen (15) days if the item is not claimed or payment is not furnished by the client, unless extended storage was previously arranged. Furniture storage fees start at \$125 for thirty (30) days but could be greater for larger items or those stored with our fabricators or fulfillment agents. Additional shipping or transportation fees may be assessed if the item requires relocation for storage.

## Damaged Shipments

Our items are carefully inspected prior to shipment and packed for safe transit, however, damage during transit may occur due to mishandling or other carrier mistreatment. **All of our furniture and lighting is shipped “Signature Required” and it is the responsibility of the recipient to notate any damage at the time of delivery with the delivery agent of the carrier or blankblank may not be able to support any damage claims. If any damage has occurred in transit, please notate that with the delivery agent at the time of delivery and advise us as soon as possible. If damage is severe, you may want to decline to take receipt of the shipment and have the item returned to us immediately.** If you do not make a notation with the delivery agent at the time of delivery or refuse to accept the delivery, it severely limits our ability to support your purchase and we will not be held liable to cover the costs of repair or replacement. We will work closely with you to be sure that any issue is resolved promptly and completely and you will be asked to furnish proof of condition at the time of delivery and assist in the carrier claim process. Failure to participate in this process will also limit our ability to support your damaged goods.

## Returns

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

For in-stock purchases, if you change your mind and simply decide to return an item in new condition within forty-five (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 consider buying your item back from you or can facilitate it finding a good home. We would also be pleased to work with you to update it to meet your current needs including new doors on cabinets, new powdercoating or new legs or tops.

## **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 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.

## **Packaging**

In our efforts to reduce material waste while safeguarding our products during transit, our packing material may have been recycled. We encourage you to reuse or upcycle our packing materials.

## **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, or 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 email us at [info@blankblank.net](mailto:info@blankblank.net).

Sincere Thanks!