

Terms and Conditions

1. Order Payment and Additional Charges:

- a. A 50% deposit is required when placing the order. This deposit is NOT refundable or transferable after three (3) days. The deposit is used to obtain materials required for your special order and is not held in an escrow account.
- b. **HARDWARE IS NOT INCLUDED IN THE PRICE AND IS AN ADDITIONAL COST** unless specified in writing on the work order.
- c. One half of the remaining balance (25%) is due upon the completion of the piece (specifically, this is prior to any sanding or finishing of the piece) at which time customer accepts and chooses finish color.

2. Change in Specifications:

- a. Once a work order has been completed and accepted by Sebago Furniture LLC, a fee in the amount of \$25.00/hour may be assessed to re-cost and re-work the order and any additional cost of the piece may require an additional deposit equal to 50% of the additional cost. This fee may be assessed each time a change is made prior to beginning construction. If construction has begun or is completed, the fee will be \$50.00/hour plus material costs to make any changes that were not a direct oversight of the workshop staff. These additional charges cannot be estimated but will be charged according to actual time.

3. Materials:

- a. All materials are guaranteed to be as specified. If materials are not specified, you agree that we are to use our own discretion. Typically, secondary material (used on other than primary, exterior visual pieces or parts including the back) will be poplar or whatever materials that Sebago Furniture LLC deems appropriate. Any alteration or deviation from above specifications involving extra costs will be executed only upon written orders and will become an extra charge over and above the ordered price.

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4. Shipping or Deliver:

- a. Delivery charges are determined by time and mileage. Our delivery fee is \$35.00/hour for two men, additional people required is assessed at \$10.00/hour; time begins at our shop when the piece is loaded until personnel return to our shop (minimum time charge is 1 hour); in addition, a mileage charge of \$0.42 per mile (one way) is assessed (mileage is determined by using an on-line mapping site). If delivery requires the rental of a vehicle, you will be charged the actual cost of the rental including mileage in which case the mileage charge above will not apply, but the actual fuel charge will be in addition.
- b. We will set in place only if the area is accessible, otherwise we will place inside the home or office. We cannot move other furnishings for you.
- c. Delivery charges are due at the time of delivery.

5. Shipping charges:

- a. Long Distance shipping via a contract mover/shipper is to be set up by the customer and paid to the shipping company directly by customer. Sebago Furniture, LLC will be happy to provide any specific information about the piece such as number of pieces, approximate weight, etc. It is the customer's responsibility to make all arrangements including notifying the shipping company that the piece is available to be picked up.

6. Guarantee:

- a. We want you to be completely satisfied with your new purchase. We offer a lifetime limited guarantee on the work and craftsmanship from the time of delivery. We cannot guarantee items subject to abuse, misuse or normal wear and tear. Some optional items may come under special conditions and warranties. Please inquire about our guarantee at the time of purchase.



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- b. The guarantee does not include defects that may occur due to environment or climate conditions such as heat and humidity that, are not in our control once the piece leaves Sebago Furniture. Wood contracts and expands and every effort is taken during construction to allow for this movement. Solid wood furniture should be kept in an ideal 30% to 35% humidity range. Should you have a problem resulting from the environment or climate, we will make every effort to repair the item. If you have a problem you will need to contact us to schedule the repair and it will be your responsibility to get the item in and out of our shop for the repair. Charges for the repair will be at our current hourly shop rate plus material cost if required.
- c. Sebago Furniture buys hardware from a variety of reputable hardware suppliers. Should you encounter a problem with hardware we will need the hardware returned so we can exchange it with the original supplier for their assessment and replacement.
- d. **Finish:** Sebago Furniture uses a variety of finishes (oil, urethane, etc.), which is agreed to as part of the work order. These finishes are moisture and alcohol resistant. However, this does not mean that moisture or alcohol can be left standing on the surface. There is no finish on the market that is heat-resistant. If you find you need a finish repaired, you may contact us to schedule the repair. Charges for the repair will be at our current hourly shop rate plus materials required.

I accept the terms and conditions as written above:

Print: _____

Sign: _____

Date: _____