

Sales conditions

- 1- **Custom-made furniture:** A custom order contains products which we do not keep in stock. Thus, it is not possible to cancel such an order once it has been submitted to production. Also, no custom-made product can be returned for credit.
 - 1-1 The customer has approved all specifications of the ordered furniture: model, dimensions, material, type of wood, colors, choice of backing and selection of handles. Also has located all electrical outlets, switches in the room and heater.
- 2- **Terms of payment:** The balance of all merchandise must be paid in total before or on the day of delivery of the merchandise. The seller conserves all rights of property until full payment is received by the buyer.
- 3- **Condition of merchandise sold:** The buyer has ten (10) days beginning on the date of delivery or pick up to inform the seller of any defects, quality or quantity, of the sold merchandise. After this period, the buyer will be deemed satisfied with the sold merchandise and will be precluded from raising any defects regarding the merchandise.
 - 3-1 The natural beauty of wood makes each piece unique and different from the others. It is probable that your furniture will be different in color and application than photos seen on brochures and/or web site.
- 4- **Warranty:** Merchandise sold is guaranteed against any manufacturing defects for a period of one (1) year from the delivery date.
- 5- **Warranty on mechanism:** A five (5) year warranty * applies to the regular Italian mechanism and a 25 years / life time warranty * applies to the "Murphy wall-bed" mechanism.
 - *The warranties covers only defective pieces of the mechanism. Labour and transportation are extra.
 - 5-1 **Important: The wall bed MUST ALWAYS be solidly fasten to the wall.**
 - 5-2 **Important: Always deploy the retractable leg(s) of the bed when you open it.**
 - 5-3 Warranty can not be transferred to an other owner
 - 5-4 Improper use will automatically void the warranty for the mechanism.
 - 5-5 To preserve the tension of the mechanism, it is recommended to close the bed every day.
 - 5-6 A squeaky sound in the mechanism does not mean that the mechanism is defective.
- 6- **Responsibility:** The seller's liability in case of damage or any claim made by the buyer or any other party will be limited to the sales price of the merchandise ordered.
- 7- **Mattress for wall bed:** The standard size mattress must be a foam or a regular springs mattress and must not exceed 9 inches in thickness. The mattress must be on hand at delivery of wall bed in order to adjust mechanism.
 - 7-1 Latex mattresses, viscose, futon or pocketed coil springs are not adequate for a wall bed.
- 8- **Delivery and installation:** The wall bed is put together in the client's room, therefore It is the responsibility of the buyer to vacate all objects that could obscure the installation before the arrival of the installers.
 - 8-1 The lights come with a plug, no electrical connection will be made by the installers.
 - 8-2 The installers don't have permission to install computers and make the connections of computing devices.
 - 8-3 Any significant changes and / or additions will be charged directly by the installer at the rate of \$ 95 per hour.
- 9- **Delay charges:** 200 \$ cancellation fee will be charged to the client if the delivery and installation is delayed by the client 48 hours prior to the installation.

Signature: _____ date: _____ # order : _____