

Studio T POLICY

Studio T strives to provide quality service and products to our customers. I want you to be pleased with your purchase. Please review these policies and authorize below:

CHANGES, CANCELLATIONS AND RETURNS

If for any reason you want to make a change or cancel your order, you have 3 days from the date of purchase to do so, NO EXCEPTIONS. All cancellations and changes must be in writing and signed by both the client and Studio T. Otherwise, the item(s) are yours. We do not accept returns or make refunds therefore, please make sure the color, dimensions, style, etc. on your invoice are accurate. In addition, the customer is responsible for measuring, please be sure to verify the size of the product to ensure it will fit in its desired location. Studio T is not responsible for size limitations or any obstacles to get the furniture into your home. Merchandise that arrives at Studio T with damage or defects must be reported within 72 hours of pick up/delivery. Defective or damaged merchandise must be returned to the manufacturer, please allow an estimated 8-10 weeks for replacement. I will do my best to assure the product you receive matches your order, however color, finish and dye lot may vary. Studio T will not offer any monetary compensation for this unforeseen event.

_____ INITIALS

ARRIVAL TIMES

Arrival of items are based on industry average and Studio T will do our best to meet the estimated time of arrival of 8-10 weeks, however, unforeseen delays do occur and Studio T will not offer any monetary compensations or discounts due to delays, discontinued items or backordered items. NO EXCEPTIONS! If your goods arrive early, we will notify you.

DELIVERIES & PICK-UPS

DELIVERY: Studio T can assist in scheduling with a third party delivery service. Prices begin at \$85.00 per hour. Larger items (armoires) and non-standard deliveries (stairs) may be charged an additional fee. The third party delivery service may assist in moving non-invoiced goods (existing home furniture) for an additional fee. All fees are quoted from the third party delivery service and Studio T will contact you ahead of time to schedule your delivery within a 3 hour window of time. If you cannot accommodate the timeframe given by the third party delivery service, Studio T may be able to provide another third party delivery service that you will have to arrange for delivery with, OR you may arrange for your own delivery. Studio T is not responsible for delivery costs.

PICK-UPS: Once your merchandise arrives at the delivery company warehouse, you will be notified and you may set up an appointment to pick up the merchandise. PLEASE NOTE that you must provide sufficient manpower for lifting your item(s) and packing supplies if needed since Studio T does not provide either.

CUSTOMER SERVICE

Customer understands and agrees that Studio T is unable to provide status checks due to manufacturer policies; therefore Studio T ask that you NOT call for status checks until the 8th week, if you haven't already been contacted we will follow up on your order immediately.

STUDIO T DOES NOT OFFER WARRANTIES ~ ALL SALES ARE FINAL

_____ INITIALS

Thank you for your continued patronage! Your willingness to earn your discount by foregoing the frills of a retail environment makes it possible for us to keep our overhead low enough to offer the deep discount that you enjoy at Studio T. You and your flexibility are certainly the reason we are here!

Customer Signature _____

Date _____

Print Name _____