

The Tailored Home.

Interior treatments by Jhon Ortiz

TERMS & CONDITIONS

The Tailored Home is pleased you have chosen our company for your custom furniture.
Please read the following statements:

TERMS OF PAYMENT

65% Deposit required on custom goods
100% required on fabric and lighting
Payment required before production will be initiated
Balance due 10 days prior to delivery.

Cancellations are not accepted once the deposit has been made. Custom orders are final sale.

NATURAL WOODS - WHAT TO EXPECT

The Tailored Home uses fine, furniture-grade, select wood available for our custom finished wood furniture. Because these woods are a product of nature, variations in color and grain are to be expected. Some species of wood have unique grain characteristics that may cause the final finish to look darker in areas. Therefore, while your furniture will have the same basic appearance as our samples or your inspiration photo, they will be unique and perhaps noticeably different. You can anticipate the consistency of quality and craftsmanship as well as the character of natural wood in all our finished wood furniture.

EXPANSION & CONTRACTION OF WOOD

Please be aware wood expands and contracts due to changes in temperature and humidity and can create open joints in the finish, especially with a lacquer finish. The finish will still protect the surface, and the structural integrity of the joint will not be affected. Wood may expand and contract differently from piece to piece and even joints within the same piece may behave differently. Some joined wood may not show any joint lines while others may be slightly visible, and yet others may display easily visible joint lines. Joint lines may also occur due to repeated impacts from normal everyday use. An exposed open wood joint can be damaged from prolonged exposure to water or heavy moisture. Therefore, wipe off any moisture from surfaces as soon as possible.

FABRIC APPLICATION

The Tailored Home will pattern match up the bolt to the best of our ability. If there is no specific instructions, fabric will be applied to the best judgement of our studio. Fabrics will be applied as swatched.

COM

COM must be identified with last name, invoice number and description of application.
Example: Smith 2468 Sofa

DEFECTS IN FABRIC

The Tailored Home is not responsible for the performance of fabric. All fabric claims will be brought by The Tailored Home's client directly to the fabric wholesaler.

SAMPLE MATCHING FOR WOOD & METAL

The Tailored Home cannot guarantee that the final finish matches exactly to the sample provided during the design process. The Tailored Home will guarantee the finish reasonably resembles the sample.

DIMENSIONS

All dimensions are approximate as with any handcrafted item. Dimensions will vary within reason. They will also change depending on the fabric applied.

ARBITRATION

Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules [including the Optional Rules for Emergency Measures of Protection]. The arbitration hearing shall take place in Westport, CT before a single arbitrator. Judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.