

Purchasing

Orders may be submitted via fax or email. A confirming acknowledgment will be sent to the purchaser within 24 hours from the time the order is received. If any additional information that is not shown on the purchase order is required, Art Marble Furniture will not ship until that information has been received. Orders may be held for future shipping, if desired. Deposits may be required.

Custom & Special Order Items

Non-stock items will require a **50% non-refundable deposit** prior to order being released to production. Delays in the receipt of deposit could result in delays of shipping. Balance owed will be required in accordance to the terms the purchaser has with Art Marble Furniture. Minimum requirements apply to all custom orders to avoid an up-charge. Purchaser may combine standard items with custom items to reach the minimum requirement.

Shipping

All orders are shipped using the method shown on purchase order, as long as that method is approved by Art Marble Furniture. If no method is stated, the order will be processed using the carrier of Art Marble Furniture's choosing, and the freight charges will be included in the purchaser's invoice. All items purchased from Art Marble Furniture become the responsibility of the consignee at the time items are loaded onto the carrier's trailer at the point of origin.

Upon receipt of goods at the point of delivery, it is the responsibility of the consignee to inspect the shipment for damage, shortages, or any sign of freight neglect. If any of these have occurred, the consignee must note so on the delivery receipt and make the driver aware of the issue(s). Pictures should be taken. **Any concealed damage must be noted within 10 business days.** No replacements or re-imburements can be provided to the purchaser if these requirements are not performed. **Art Marble Furniture takes no responsibility for replacement of damaged product when any shipping method other than what Art Marble Furniture provides is used.**

Payment

Unless purchaser has been approved by Art Marble Furniture for an open account, payment is required in full prior to order being released for shipping. Purchaser may apply for an open account following their first purchase.

Returns & Cancellations

All cancellations must be submitted the same day the order is submitted to Art Marble Furniture to guarantee avoidance of any additional fees. Purchaser is responsible for shipment of returned items. All items will be subject to a 20% re-stocking fee. If any returned item is damaged, has been installed, or is deemed a loss, no credit will be given for that item. If any item is returned in anything other than the original packaging, additional fees may apply. All returns must be received within 30 days of shipping of original order.

Warranty

All products are warrantied to the original purchaser against manufacturing defects for one year from the date of shipment from Art Marble Furniture. Warranty does not cover any item that has been abused, neglected, or misused. Warranty does not cover any incident or consequential damages incurred, such as installation costs. Warranty does not cover staining, fading, cracking, chipping, or any physical damage incurred after installation has taken place. Warranty is voided on any tabletop that does not have the proper base support.