

Tudor Artisans - Warranty and Policy Statement

Product Warranty

We warranty our products for **1 year** against manufacturing defects.

Product Quotes

Product quotes remain valid for **45** days from the day of the quote (provided in writing - usually via email). Material changes to the product design, quantity, or type of material, etc. since this original quote shall be justification for a re-quote. This can happen even after your design process has initiated.

Customer Initials: _____ (INITIAL HERE)

Freight Quotes

Freight quotes remain valid for 30 days from the day of the quote that is provided in writing (usually via email). Material changes to the destination, destination type (commercial vs residential), weight/quantity, or type of material, etc since its original quote, shall be justification for a re-quote. Normally, a lift-gate at delivery will be included. If a lift-gate is not required, then please advise us before the shipment is quoted.

Order Deposits and Customer Accounts

1. Tudor Artisans requires a **25%** deposit to be made before an order can go into design.
2. Tudor Artisans requires a **50%** deposit to be made before any product can go into fabrication.
3. Tudor Artisans requires a **100%** payment (including crating/shipping) to be made before any product can be delivered (including local deliveries) at time of product completion (within 30 days of completion photos sent via email) else storage charges could apply.

IMPORTANT: It is our firm policy that order deposits are non-refundable for standard or custom products that have been approved for production, unless the products are deemed reusable/resellable. It will remain the sole discretion of Tudor Artisans if a custom product is re-usable/re-sell-able.

IMPORTANT: any and all product warranty is invalidated if the customer's account is not paid in full. This applies to unpaid material, services, labor, or other fees relating to any invoice on the customer's account. **IMPORTANT:** product deliveries may be held if past due unpaid invoices exist on the customer's account. Unpaid balances may also be subject to property lien.

Customer Initials: _____ (INITIAL HERE)

Lead Times and Fabrication Delays

Tudor Artisans is not responsible for delays that can occur during the fabrication process. Resulting construction/project delays are a normal part of the building process. We will do our best to meet standard fabrication times and minimize delays, but cannot guarantee lead times.

This is especially true for custom product orders (which accounts for over 90% of all orders). Standard lead times provided at order startup should be used as a guideline - and initiate at the moment of drawing approval.

Invoices and Design Documents

Your invoice should be as specific as possible at the time of the initial deposit. The design process can result in design changes that can affect the product's invoice - which will be modified (with the customer's approval) as the design drawing progresses to approval. Once the design drawing has been approved by the customer, any changes made after that point must be carefully considered by your designer. If fabrication has already progressed, changes will not be permitted.

Lead times for fabrication are guidelines, and do not start until acceptance of the design document.

Shipping Policy

All shipments are shipped FOB our shipping location. Therefore, we are not responsible for shipping damages. That said, we will always strive to crate product as protective as possible. We will work with the shipper to attempt to claim insurance (all freight shipments are insured via standard NMFC rules). The receiver/customer has obligations when receiving damaged product which must be adhered to for damage claims to be processed.

The **obligations include:**

- (1) external inspection for damage indication
- (2) photos of damage if found
- (3) rejection of product (request shipper to return product to their dock)
- (4) immediate (within 4 hours) notification to Tudor Artisans.

Internal (not visible) shipping damage does occur at times, and this must be reported immediately upon receipt of the products and documented. You should inspect the product upon receipt and notify the shipper and Tudor Artisans as soon as possible - within 24 hours of receipt. Supporting information like photos are required to adequately document a products defective or damaged condition.

Remakes/rework will be subject to adherence of this policy. Potential delay can occur for remake/rework and possible additional costs.

Customer Initials: _____ **(INITIAL HERE)**

After Delivery

Received and inspected products should be securely stored. We cannot be held responsible for onsite damage or theft.

Product Recourse and Returns

Our goal is to have 100% satisfaction. If you are displeased with the products you receive, then we will work with you as much as possible to ensure your satisfaction. We take great pride in our work, but at times either party (us or the customer) can make mistakes due to mis-communication or misunderstanding. This will hopefully be minimized by email verifications, design drawings, etc. that are reviewed (for correctness) and approved by the customer.

Most products are custom made for our customers. If it is discovered that incorrect information was received by Tudor Artisans for a product order, then it will be up to the discretion of Tudor Artisans if some modification can be attempted - or a return accepted. This is especially true for custom products that are made to order. If a return is accepted in any case, then the buyer will minimally pay for crating and shipping back to Atlanta, Georgia.

Standard products (include hardware, some copper products, etc that are not custom ordered) can be returned (if not damaged in any way) at the expense of the buyer for proper crating, shipping, and a 20% restocking fee. If the product is deemed resell-able, then the remaining payment will be refunded via Paypal (or other acceptable mechanism). It will remain the discretion of Tudor Artisans if returned product will be repaired, replaced or payment refunded.

Product Dimensions and Alignment

All products should be inspected at time of receipt for damage or dimension issues. All received products should be inspected (laid out flat, including joints, if stone product) per the approved shop drawings. All product should be inspected for proper dimensions, alignment, and proper operation **BEFORE** installation is attempted. It is the customer's responsibility to notify Tudor Artisans of any dimension or alignment difficulty immediately upon discovery.

Tudor Artisans cannot be held responsible for product damage, fit or alignment problems reported after installation has occurred. This policy applies to all products.

Because improper installation can greatly affect operation and alignment, the customer assumes responsibility of the product if installation occurs.

Product Finishing

All products that are shipped unfinished (no moisture seal) must be protected via a proper finishing process that seals the material from water or corrosion immediately following delivery. Products left unfinished and exposed

to the elements (even in a covered or protected structure that does not have air conditioning and heat), will have voided its warranty. Even finished products should be protected as much as possible from

exposure to the elements until installed. The finishing process should protect all surfaces (all 6 sides of a door for example that includes the bottom, top surfaces). For doors, this means removing the door sweep to finish its bottom side, and its hinges to finish the hinged side

Customer Signature: _____ **(SIGN HERE)**

Date: _____ **(DATE HERE)**

Date of last Modification: January 5, 2019

Contact: info@tudorartisans.com

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