

SALES POLICY

Please contact us if you have any questions.

Pricing:

Prices are in U.S. dollars and are subject to change without notice.
All orders are subject to the price in effect at the time the order is placed.
Shipping, taxes and/or customs fees are not included in the prices.
There is a 10% up-charge for bamboo stains other than natural.
Gold leaf costs vary depending on the cost of gold at the time of order placement.
Up-charge for porcelain glazed finishes are \$1,845 for small and \$3,247 for large polyhedrons.

Custom:

Custom combinations, configurations, and finishes are encouraged: prices vary. Please contact us for custom work.

Installation:

Supervised installations and hand delivery can be arranged: prices vary. Detailed installation instructions and instructional videos will be provided. Anyone handling the fixtures must watch the videos and read the instructions before opening the boxes and touching the work.

Lead Time:

Bamboo and Hanji orders have a lead time of 8-10 weeks from receipt of the deposit. Porcelain orders typically have a 21-23 week lead time. However, lead times may vary. Rush orders are subject to additional charges. Please contact us for rush orders.

Deposits:

For standard orders, a 50% deposit is required before production begins. Second payment is due upon substantial completion. All deposits and payments are non-refundable.

Trade Program:

To participate in our professional trade program please email us at: mail@andreaclairstudio.com and provide your resale certificate.

Shipping:

Shipping prices and times vary depending on the piece(s) in question. Shipping is done via professional delivery services, and we welcome international orders.

www.andreaclairstudio.com
sales@andreaclairstudio.com

**ANDREA
CLAIRE
STUDIO**

SALES POLICY

Please contact us if you have any questions.

Payments:

We accept payment via QuickBooks, Chase Bank, checks, ACH, wire transfer & credit card. There is a 4.5% fee added for ACH, wire transfer, and credit card payments.

Checks should be made out and sent to:

**Andrea Claire Inc.
2029 Blake Ave. Suite 101
Los Angeles, CA 90039**

Warranty:

Andrea Claire Studio (ACS) fixtures are guaranteed for 90 days after receipt (not installation) against mechanical defects. ACS will repair or replace defective components or products if reported during this time. If requested, hard-wired light fixtures are UL listed for dry locations with additional fees. Fixtures are labeled clearly with the maximum allowable wattage. Use of higher wattage bulbs than indicated will forfeit warranty.

Damages:

Damages must be documented and reported within 10 business of receipt. ACS is not responsible for repair or replacement of damages reported after this time. If damage has occurred in shipping all packaging must be retained by receiver. Failure to do so may invalidate any claim.

We are not responsible for the following:

- Damage caused by improper cleaning solutions or methods.
- Damage caused by improper installation or assembly by the customer or the customers agent.
- Damage to our fixtures, parts of our fixtures, or shades caused by the improper use of light bulbs.
- Damage caused by exposure to weather or improper environment.
- Changes in the appearance of the hand rubbed finishes or un-lacquered finishes. These are meant to age in appearance.
- Any costs of installation, removal, or re-installation.
- Restoration or repair work.
- Any parts purchased separately from our light fixtures.

www.andreacلايستديو.com
sales@andreacلايستديو.com

**ANDREA
CLAIRE
STUDIO**