



## TUSCAN STONE MANTELS, LLC

### ***SALES POLICIES***

**PRICING & DIMENSIONS:** Please contact us for product dimensions and prices.

**PLACING ORDER:** Please place your order by phone so we can discuss in detail your needs and give you suggestions of all options we offer. A site visit from one of our technicians may help answer questions of design, size and fit.

**PRODUCTION TIME:** Production begins when a deposit is received. In order to meet the demands of our customers, we ask that you allow a minimum of 4 – 6 weeks for delivery. Rush orders will be considered.

**PAYMENT TERMS:** An estimate will be sent for signature of approval and a deposit of 50% of the total order is required to begin production. A final invoice will be provided and the balance is due prior to shipment. If installed by Tuscan Stone, the balance is due immediately upon completion of installation.  
**CREDIT CARDS ACCEPTED:** Discover, Master Card and VISA.

**DELIVERY:** Freight carriers deliver with a lift gate to the end of the driveway for residential customers.  
**CAUTION:** Our crates are very heavy and can cause personal injury when lifting or dropping. Crates can be opened with a screw gun. **Crates must be opened and contents inspected for damage immediately upon receipt. If there is damage to the contents, please notify us immediately and include pictures of damage (within 2 days of delivered date) so we can file an insurance claim with the carrier.**

**CANCELLED ORDERS:** All of our items are handmade when an order is placed. Orders cancelled before being shipped or delivered will be charged a 25% restocking fee to cover production time and materials. Once an item has been shipped or delivered, it is unreturnable unless severely damaged; in which case it will be replaced. Custom orders are not available for cancellation. Once your item has been delivered and installed there will be no refunds available.

**WARRANTY:** Please keep in mind that cast stone will have color variations (known as blend) typical to all products of this type. Tuscan Stone Mantels products are hand-made and the color variations add to the Old World charm. Any defective product, if not able to be repaired, will be replaced upon approval of Tuscan Stone Mantels.