

# TUELL AND REYNOLDS

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## TERMS + CONDITIONS

revised 2015

### Terms:

All Tuell and Reynolds furniture is made to order. A deposit of 50% of sale price is required before work will commence. Lead time for production is 6-10 weeks from receipt of deposit and approval of shop drawings. Shipping time is additional. Full payment, including state or local taxes if applicable, crating, handling, storage, and insurance if applicable, shall be made by customer and received by Tuell and Reynolds before delivery or shipment to Customer.

Small items may be shipped by UPS. Larger items may require crating. Delivery dates are approximate and Tuell and Reynolds will not be responsible for any delay or failure to perform due to circumstances beyond our control. We recommend shipment by moving van, blanket wrapped. If shipment by common carrier is requested, crating is required.

### Prices:

All prices are wholesale, freight on board ( F.O.B.) Cloverdale, California. Prices do not include: shipping charges, storage, local delivery, cartoning, crating, packing, sales tax, or uncrating. Prices are in U.S. Dollars.

### Ordering Procedure:

All orders must be in writing, with item name, number and finish included on your purchase order. Deposit check of 50% of sale price must accompany your order and be mailed to our corporate office:

Tuell and Reynolds, inc. 228 S East St • Cloverdale, California 95425  
tel (707) 669-0556 fax (707) 669-0557

### Custom Orders/Finishes:

Tuell and Reynolds welcomes your request for a custom order. As our products are hand made to order, many minor changes can be accommodated at no additional cost. Please contact a sales representative with your request.

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METAL ARTS + ACCESSORIES  
HANDMADE IN CALIFORNIA

**Tuell and Reynolds, Inc.**  
228 South East Street  
Cloverdale, CA 95425

TEL 707.669.0556  
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URL [tuellreynolds.com](http://tuellreynolds.com)

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## **Custom Design:**

Tuell and Reynolds can provide design and fabrication for a large range of projects both large and small. Please visit our web site [www.tuellreynolds.com](http://www.tuellreynolds.com) to see examples of our work, or contact us directly to discuss your project.

## **Designs/Dimensions:**

All designs are the property of Tuell and Reynolds, inc. We reserve the exclusive right to produce these designs. Design details are subject to change without notice. All dimensions are approximate.

## **Construction:**

All fabricated steel is cold rolled and drawn tube. Formed and forged steel is hot rolled bar stock. All textured bronze is cast silicon bronze C65500. Fabricated and Architectural bronze is 385 and 280. Finish is hot-waxed and hand polished, or clear powdercoat on cold rolled steel.

## **Finishes:**

All finishes are patinaed. The patina process is a chemical oxidation subject to changes in method of application and metal densities. Sample finishes are representative only and final color or overall appearance cannot be guaranteed.

## **Luminaries:**

All luminaries meet UL standards. Total height is measured to the top of our standard shade. Base dimensions indicate the footprint and height to the base of the socket. Standard cord length is 6' for table lamps, 8' for floor lamps. Switches are located on the socket base. All sockets are 3-way.

## **Care and Maintenance:**

Our metals are protected with a hand rubbed paste wax applied hot. We recommend rewaxing at least once a year to maintain luster and beauty. Trewax brand paste wax for wood floors may also be used. Any liquid spills should be wiped up immediately. Acidic liquids, abrasive and ammonia based cleaners may damage the patina. Pledge brand cleaner may be used with a soft cloth for periodic dusting and cleaning. In general, care for your metals as you would a fine wood table or any antique.

## **Exposure:**

All work as finished is intended for interior use only. If you would like to use any of our products outdoors, please contact us for specific finish options.

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## **Changes/Cancellations:**

Changes in orders are subject to prior written approval by Tuell and Reynolds and will not be approved once production has been started. Changes may affect the price and cause production/shipping delays. Cancellations accepted after production begins may forfeit the deposit.

## **Returns:**

No returns will be accepted without prior written consent of Tuell and Reynolds. Authorized returns must be shipped in accordance with shipping instructions issued by Tuell and Reynolds. Unauthorized returns will be refused.

## **Force Majeure:**

Tuell and Reynolds is not liable for delays in shipping or failure to perform due to labor dispute, war, riot, fire, earthquake, acts of God, compliance with government regulations, or any other cause beyond our control.

## **Claims:**

All orders are carefully inspected prior to shipment. When the freight company or delivery service accepts your order the merchandise belongs to you. Purchaser must carefully inspect orders promptly upon delivery. If there is any damage, you must describe the extent of damage on the delivery receipt.

All claims must be made in writing and delivered to the freight carrier immediately.

## **Limited Warranty:**

Tuell and Reynolds warrants its standard catalog items to be free from defects in construction and or finish for a period of one year from date of final invoice. Instructions for care and maintenance must be followed.

## **Storage:**

Due to limited space in our studio, all orders must be shipped upon completion and final payment. Items not picked up within 20 days of completion will be subject to storage and handling fees. Minimum storage fees of 5% per month, per item, will be added to your final invoice. No order will be released until storage fees have been paid.

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