

Terms and Conditions

Payment

We accept Visa, MasterCard, Discover and American Express, which typically process within 24 hours of order placement. There is a hold placed on all checks received until it clears. Merchandise cannot be held without a deposit. Prices and available inventory are subject to change until an order is signed and paid for. Payment is due in full at the time of order or 50% for custom made to order pieces.

All sales of custom furniture and art are final. Exchanges may be made up to 10 days after purchase or for store credit. No returns.

Lead Time

Each piece of furniture at BouTeak by Jackie Morelisse, Inc. is individually constructed by hand by our team of skilled woodworkers and craftsmen in Costa Rica. As a result, please allow approx. 10-12 weeks from the purchase date for the completion of your order. Lead times may vary outside of this range due to certain factors such as the number of pieces ordered, holidays, production delays, etc. If any revisions and/or additions have been made to your order, please allow 6-8 weeks from the date the revisions/additions took place. Custom orders typically require a minimum of 10-12 weeks from the date we receive signed approval of your design. Your purchase order will indicate an estimated lead time for your particular order.

Delays

Delays in production and shipping may occur. If a delay occurs, don't panic. We work hard to get your purchase to you as soon as humanly possible. BouTeak by Jackie Morelisse, Inc. takes great care to insure that every piece of furniture that we sell meets the highest standards of quality and craftsmanship. Please keep in mind that we work with individually hand crafted, made to order items that go through multiple fabrication steps, all of which are susceptible to unforeseen complications and/or damage. We stand behind the quality of everything we sell and your satisfaction with our products is of the utmost importance to us. Because of this, if an order does not live up to our standards, we occasionally have to remake an ordered item. In most cases, delays occur due to busy seasons, holidays, production delays, unforeseen custom order complications, or other factors not in our control. We will make all efforts to quote accurate lead times and notify all our customers promptly. Under no circumstances will BouTeak by Jackie Morelisse, Inc. be responsible for any consequential damages resulting in order completion or shipping delays.

Finishes

Due to the inherently unique qualities of wood, variations such as grain color, grain pattern and unique markings must be expected. These variations can be present on each piece of furniture and within the same door/drawer front and are not considered defects. Lacquers may vary slightly in hue due to slight variations from the lacquer manufacturer. Our samples serve as a GUIDE ONLY and should not be taken as representing the exact traits or hue as your finished piece of furniture. Color representations on computer terminals and screens can be different based on settings and various display technologies. You agree that you

cannot dispute the finish, color, texture or any other physical attribute after taking delivery of a product. Many wood species may have naturally occurring voids within the boards and are not considered a defect. This may include natural voids, knots and cracks.

Shipping, Delivery & Customer Pickup Policy

Merchandise is shipped from our store. All furniture is shipped from our Estero showroom to your delivery address via a third party carrier. Customer pick-up of furniture from our showroom can also be arranged with a minimum of 24 hours' notice. Our showroom is open 9 am-5 pm Mon-Fri. Sorry, no weekend pickups. You are welcome to use a carrier of your choice (All delivery charges and arrangements are to be made directly with your delivery carrier.) BouTeak by Jackie Morelisse, Inc. is not liable for any loss, damage, cost or expense related to any delay in shipment or delivery. We can only deliver to a valid street address for delivery of your order. It is entirely your responsibility that the furniture dimensions allow for easy delivery through doorways, passageways, stairways, etc. and will fit into your living space. You will be responsible for making yourself available to receive and inspect the product from the carrier at the time of delivery. The shipping company will contact you prior to delivery to schedule a drop off time. You agree to be available to receive the product from the carrier at the time of delivery, and represent that the delivery address provided by you is accessible to commercial trucking and delivery companies. Curbside delivery by definition means the trucking service will park in front of your delivery address and you will need to receive the product from the back of the truck. BouTeak by Jackie Morelisse, Inc. assumes no responsibility or liability to damage of the product, personal injury to someone or any other issue that can arise due to getting the product from the curbside to the inside space. For an additional charge, you may opt for threshold or white glove delivery service. Please see our Delivery & Setup Services (see below) for an explanation of these services.

IF YOUR FURNITURE ARRIVES DAMAGED:

Inspect your furniture immediately upon receipt. Please be aware that furniture is highly susceptible to damage during transit. BouTeak by Jackie Morelisse, Inc. will file all claims for replacement of damaged or defective furniture should the product arrive with a problem. We only require you to follow a few procedures (stated in the next several paragraphs) that are required in the claims process.

IF THERE IS DAMAGE OF ANY KIND, YOU MUST MAKE SURE THE DRIVER NOTES THE DAMAGE

(Regardless of whether you ACCEPT or REJECT the shipment). You have the option of having the driver note the damage and ACCEPT the piece, or REJECT the damaged item and have the driver note the damage. YOU, THE CUSTOMER, WILL BE RESPONSIBLE FOR MAKING YOURSELF AVAILABLE FOR TAKING THE DELIVERY AND INSPECTING THE PRODUCT AT THE TIME OF DELIVERY. If you authorize the product to be delivered in your absence or without your inspection, you automatically represent that the product is received in good condition and will void all rights to returns,

claims and insurance. If damage has occurred, you agree to refuse ONLY the item that is damaged and make notations on the freight bill. You are also required to submit digital photographs of damaged material that should be clearly visible in the digital photograph to substantiate the claim within one week of receiving the shipment. We will need some digital photographs clearly indicating the damage. In cases where multiple items are part of an order, insurance claims are limited to the value of the damaged item or items after the above mentioned evidence is submitted and approved. Items received in good condition or without any evidence of damage as stipulated above will be charged as listed above in the payment section.

Guarantee

Happy customers make us happy. BouTeak by Jackie Morelisse, Inc. takes great care to insure that every piece of furniture that we sell meets the highest standards of quality and craftsmanship. We stand behind the quality of everything we sell and your satisfaction with our products is of the utmost importance to us. All of our products are guaranteed by the manufacturer and insured by the shipping company to arrive in perfect condition. Because of the nature of wood products to change over time due to light exposure, moisture, heat, or other factors, we cannot warrant against changes that may occur naturally over time. If for any other reason you are not satisfied with your purchase, please contact us within 10 days of delivery. We will make every effort to insure that you are happy with your purchase. We warrant our merchandise to be free of defects in material and workmanship. *It is your responsibility to notify us of visible defects and variance upon delivery.* Our guarantee does NOT cover: Variations in the color or graining of wood, wood products, lacquer, fabric or other materials, including dye lots; natural markings inherent in the finish of any material. Damage including scratches, chips, rips, or splitting breakage due to normal wear and tear or household use, misuse, abuse or accidents; damage or discoloration caused by sunlight; wear, shading or shrinking of any wood due to improper cleaning; damage due to moving the furniture from the original delivery location or address. This warranty applies to the original purchaser only. BouTeak by Jackie Morelisse, Inc.'s liability under this guarantee is limited to repair or replacement of the defective product at its discretion. This guarantee applies under conditions of normal household usage and does not apply to defects resulting from misuse, accidents, negligence or commercial use.

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