

## Sales Terms and Conditions

### Finishes

We offer online samples of our standard furniture finishes for your convenience. However, it is impossible for us to provide online finish samples that will perfectly portray the finish as it appears in person. Our products are solid wood and therefore the finish may vary slightly in texture or color due to the grain and nature of natural wood. Feel free to contact us to obtain a finish sample.

### Returns

We do not accept returns or exchanges of items purchased through our third party retailers, and returns and exchanges of such items will be governed by the policy of the applicable store.

On rare occasions we accept returns of furniture purchased directly from our factory.

### Non-Custom Furniture Orders

Non-custom furniture purchased directly from our factory may be returned for a refund of the purchase price less a re-stocking fee of 30%. Packing, shipping and handling charges are non-refundable, and any taxes charged will be refunded in accordance with state and local laws.

To return or exchange an item, you must contact us at [info@bourgeoisie3d.com](mailto:info@bourgeoisie3d.com) within 48 hours of delivery to obtain a return authorization, and we must receive the product(s) at our warehouse within 15 business days. No refunds will be issued on products not received in our warehouse within that time. All furniture must be returned in new and sellable condition. If the product shows signs of use, damage or general wear from shipping or improper packing, we reserve the right to refuse the return or exchange.

The item must be packed in the same manner and returned via the same carrier that delivered the item to your address, unless other arrangements are approved in advance in writing. If the original item was boxed and the original package is unusable, please use similar packaging with sufficient packaging protection. Blanket Wrapping is preferable in most situations. You are responsible for paying all return shipping charges. Please include a copy of your invoice and return authorization number in the package. Retain your shipping receipt for your records. Our return shipping address is:

Bourgeoisie3d Co.  
2025 Thrift Road  
Charlotte, NC 28208  
Attn.: Returns

You remain responsible for ensuring delivery to Bourgeoisie3d, and the risk of loss or damage to the product remains on you until received and accepted as satisfactory by Bourgeoisie3d.

## Custom Furniture Orders

Custom orders, including orders with custom finishes or sizes, are custom-made upon order and are non-cancellable, non-returnable and non-refundable with the exception of manufacturer defects as described below.

## **Damaged or Defective Merchandise**

### Items Damaged in Transit

We carefully inspect each item prior to shipment, and also require your signature upon delivery. If a product arrives with obvious damage, you should refuse the shipment. We strongly recommend that you open and inspect all purchases in the presence of the delivery person. If there is concealed damage, photograph the damage and refuse the shipment.

### Manufacturing Defects

We guarantee that our furniture will be inspected and shipped free from manufacturing defects. If you discover a manufacturing defect upon receipt and inspection, you must contact us in writing at [info@bourgeoisie3d.com](mailto:info@bourgeoisie3d.com) with your name, address, phone number, name of product, date of purchase and a description of the defect complete with a photograph(s). After proper notification with a conclusive description and photographs to document the defect, we will exchange the defective item unless no longer available, in which case we will issue a refund of the purchase price. Slight variations in finish, grain or dye lot are natural to the wood process and are therefore not considered a manufacturing defect. Furniture must be kept in climate controlled dry conditions. Cracking or warping caused by furniture being stored improperly is not considered a manufacturing defect.

*The above one year warranty is the sole and exclusive warranty made on all Bourgeoisie3d products, and all other warranties, statutory, express and implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purposes are hereby expressly disclaimed.*

*Bourgeoisie3d Co. shall not be liable for any indirect, incidental, special or consequential damages incurred by any purchaser of our products under any theory of liability, including, but not limited to, loss of profits, revenue or use, even if Bourgeoisie3d Co. has been advised of the possibility of such damages.*

## **Pricing and Availability**

All prices in our catalogs and online are in US dollars and are subject to any applicable taxes according to state and local laws. Availability, prices and delivery rates are subject to change.