



Tuscan Stone Mantels

SALES POLICIES

PRICING: 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.

ORDERS INCLUDING INSTALLATION BY TUSCAN STONE MANTELS: The balance is due immediately upon completion of installation.

C.O.D. ORDERS: The balance is due in full before shipment. C.O.D. shipments can be made, however, please keep in mind that the freight companies add approximately 5.8% of the total balance. Customer will also be responsible for an additional crating fee.

DELIVERY: The freight carrier driver will not take your crate off of the truck for you. We request that your crate be delivered by a truck with a lift-gate. There are carriers in certain areas that do not provide lift-gates. When the freight company calls you to make a delivery appointment, it is very important that you ask if they will be using a lift-gate. If they do not have a lift-gate available, you will need to have 2 to 3 people to unload from the trucker's tailgate. Our crates are very heavy and can cause personal injury when lifting or dropping.

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 typical to all products of this type. Tuscan Stone Mantels are hand made and the color variations add to the old world charm of our products. Any defective product, if not able to be repaired, will be replaced upon approval of Tuscan Stone Mantels.

PRICES: Prices are subject to change without notice.