

STEVENart Clocks - Ordering & Shipping FAQ

ORDERING

How do I place an order?

Simply call or email us to place your order. Once available, or fabrication schedule has been established and your order is processed and approved, you will receive a confirmation email that includes your order number, shipping and tracking details (on ready-to-ship items).

Do you accept custom orders?

We're happy to work with you. Custom orders are subject to additional costs and longer lead times. We enjoy collaborations and encourage you to contact us with your ideas. All custom clock orders require a non-refundable design and research fee of a minimum of \$500. On large items requiring special installation and/or electrical connections, we will provide you with the name of a local, recommended, licensed and insured professional. Since installation methods vary widely because of such differences as type of wall, in-wall wiring, height, et cetera, customers are required to pay for these special installation costs.

I want to order a custom design. Do you make house calls?

Our general policy allows for in-home consultation within a 50 mile radius of Point Richmond, California at an hourly rate of \$125. If you are not local, on-site consultation is available. In such instances, customers are required to cover all travel costs, lodging and meals.

Can I place multiple orders of a single design?

We recommend calling us first to discuss the design. Many one of a kind designs are either not duplicable, or may be duplicated with some variances from an original design. Some multiple order items may be in stock, so, again, it's best to call.

Can I cancel my order?

If your order has been shipped it cannot be canceled. Once your order arrives you will have the option to return the items for a full refund. If an order is cancelled after the order has been shipped or processed, the customer is responsible for round trip shipping charges even if STEVENart Clocks paid for the original shipment (ie. Free Shipping). Read more about returns & exchanges.

What are my payment options?

We accept Discover, Visa, MasterCard and approved checks.

Many of our customers at our Point Richmond studio have requested installment payments over a period of time (layaway). We currently offer a three-month layaway/installment plan. Please contact us to discuss this option. Products are shipped only after full payment has been received.

Pricing

Prices are subject to change without notice. If a product is listed at an incorrect price, STEVENartClocks.com reserves the right to refuse, cancel or limit any order placed at the incorrect price.

Do you offer volume discounts?

We offer volume discounts on select designs. Please contact STEVENart Clocks with details of your project for a price quote. Volume discounts are available only on designs utilizing readily available materials.

Do I have to pay sales tax?

STEVENart Clocks will withhold sales taxes for purchases shipped to any location within the State of California. Users are responsible for all sales taxes and other taxes on merchandise shipped to other states. The rate of sales tax imposed will be that of the State of California, or 7.25%.

SHIPPING***Is local pick-up an option?***

Absolutely! We welcome visitors, and picking up an order is better for your wallet! If you would like to swing by our studio, just contact us to schedule a time. Shipping charges will not be applied on orders picked up at our studio.

How long will it take for my order to ship?

Upon approval of checks or approval and verification of credit card information, orders will be processed for fabrication or shipment. Orders paid by check are subject to a slight delay. All checks must be received and cleared prior to order fulfillment. Inconsistent data and billing information may also delay your order. Certain orders may require special processing due to limited availability of particular items. STEVENart Clocks will notify customers who have placed orders for these "out of stock" items. We do our best to keep inventory information up-to-date on a daily basis. If you call to order an item on our website that is out of stock, we will let you know. On average, most items are shipped within 1 week, however, some items have longer lead times that require more time for fabrication.

How and where do you ship?

STEVENart Clocks provides free standard shipping only to addresses within the continental United States. STEVENart Clocks will choose the shipping carrier of our preference for all free shipping orders. If you prefer a certain carrier or rush delivery, please let us know. Additional charges may apply.

Deliveries will be made via Fedex Ground, UPS, USPS, or by other common carrier, depending on the overall weight and dimensions of your packaged order.

What about very large items?

Certain items available at STEVENart Clocks are required to be shipped via a third party "Freight" carrier because they are too heavy or require special handling that standard delivery carriers are unable to manage. If your purchase will be delivered via a third party service, you will be contacted by the delivery company via telephone one to five days prior to the delivery to schedule an appointment and discuss the details of your shipment. Upon delivery, you will need to be present to sign for the item.

We cannot deliver to post office boxes. You must provide a physical street address.

Delivery and/or installation of large and heavy items into residences or businesses may be available through the company used to ship the item to you, or by a recommended professional. Any costs for installation, assembly or physical delivery of furniture into residences or businesses are the responsibility of the purchaser and not STEVENart Clocks.

You can check your shipment status at one of our shippers' web sites:

FedEx - www.Fedex.com : 800-463-3339

UPS - www.UPS.com : 800-742-5877

DHL - www.DHL.com : 800-225-5345

US Post Office - www.usps.com : 800-222-1811

Are your shipments insured against damage?

Yes. Every shipment is insured against damage and we request that you carefully inspect your merchandise upon receipt and notify us immediately if you notice ANY damage to your package. If you should discover a problem, bring it to the driver's attention immediately. Visibly damaged packages should be refused. Please note, some damage may appear to be minimal on the box, however the inner contents of the package may be severely damaged. We advise you to open the box immediately to check the contents and then write a precise description of the damage BEFORE SIGNING. To successfully expedite any damage claim, you must keep the original packing material that the item(s) arrived in and print the words, "Damaged Upon Arrival" next to where you sign for the merchandise. Digital or traditional photographs can also be very helpful tools in assisting us to expedite a damage claim.

Are your products covered by warranty?

All of our products come with a standard one year warranty against faulty mechanisms, which covers parts and labor. We provide free shipping coverage on items costing \$500 or more.

Commissioned clocks come with a two year warranty which covers parts, labor and return shipping during the first year. Parts and labor are covered during the second year.