

PLACING AN ORDER

Orders must be submitted electronically in writing to Stephanie Parisi Studio / PARISII. Please provide a complete purchase order and all applicable specifications. Production cannot begin until the required deposit, approvals and any Customer's Own Material (COM) have been received.

PURCHASE ORDER REQUIREMENTS

SOLD TO: legal business name, billing address, email, telephone number, authorized purchaser signature and resale certificate.

SHIP TO: legal name, delivery address, receiver or delivery contact, email and telephone number.

ORDER DETAILS: sidemark, quantity, product name and number, dimensions, finish, material and color. Include all approved custom drawings or finish references.

COM: attach the completed COM form and identify the fabric, leather or trim for each item. COM yardage, repeat and backing requirements must be confirmed before production.

ORDER ACKNOWLEDGMENT

An order becomes binding only when Stephanie Parisi Studio / PARISII issues a written Sales Acknowledgment and the required deposit is received. The acknowledgment will confirm product specifications, pricing, estimated shipping charges and the anticipated production or delivery schedule. The purchaser is responsible for reviewing it promptly and reporting any discrepancy in writing before production begins.

PAYMENT TERMS

A 50% deposit is required to initiate the order. The remaining 50% balance, together with any final freight or related charges, is due before shipment. Payments are payable to Stephanie Parisi Studio / PARISII. Checks and wire transfers are accepted. Credit-card payments are subject to a 3% service charge.

DELAYS & STORAGE

Stephanie Parisi Studio / PARISII is not responsible for delays caused by circumstances beyond reasonable control, including carrier disruption, natural events, public disorder, epidemic or pandemic, labor disputes, shortages or equipment failure. If the customer or project site cannot accept delivery, goods may be transferred to storage at the customer's expense. The customer assumes the applicable risk of loss and is responsible for additional handling, delivery and storage charges.

RETURNS & CANCELLATIONS

Furniture is made to order for a specific client. Orders are therefore final and are not returnable. If cancellation is requested, contact Stephanie Parisi Studio / PARISII immediately in writing. We will determine whether cancellation is possible based on the stage of production and commitments already made. If cancellation can be accommodated, an 18% cancellation fee will apply, together with any nonrecoverable custom, material, labor or shipping costs already incurred.

SHIPPING

Stephanie Parisi Studio / PARISII determines the carrier, shipment method and routing to the applicable FOB point unless otherwise agreed in writing. Estimated freight will appear on the Sales Acknowledgment and will be finalized before shipment. Freight charges are prepaid by the customer. Expedited service, special courier arrangements or customer-requested routing will be billed to the customer.

Responsibility for the goods transfers at the applicable FOB point as stated in the Terms of Sale. The customer is responsible for receiver arrangements, final delivery and customs clearance for destinations outside the United States.

DELIVERY INSPECTION & CLAIMS

The receiver must inspect the shipment at delivery and note any visible damage or shortage on the carrier's delivery receipt before signing. Severely damaged shipments should be refused when appropriate. Concealed damage or other freight claims must be reported in writing to Stephanie Parisi Studio / PARISII within three days of delivery, with photographs, packaging records and the signed delivery receipt. Keep all protective materials until the claim is resolved.