

Frequently Asked Questions

How long does a custom piece take?

Lead times vary depending on the size and complexity of the project, material availability, current workload, and finishing requirements.

A projected completion timeframe will be discussed before a commission is accepted.

Can I choose the wood?

Yes. Wood species and, where practical, specific material characteristics can be discussed during the design process.

Because wood is a natural material, exact color and grain cannot be guaranteed.

Can I provide my own wood?

In some circumstances, yes.

Customer-supplied lumber must be evaluated before the project is accepted. The suitability of the material may depend on species, moisture content, dimensions, condition, and intended use.

Can I make changes after the design is approved?

Possibly, depending on where the project is in the fabrication process.

Changes requested after approval may increase the cost and extend the completion date.

Why doesn't my furniture look exactly like the photograph?

Every piece of wood is unique.

Photographs show a particular piece of wood under particular lighting conditions. Grain, figure, color, and other characteristics will vary from one piece to another.

Will my furniture move or crack?

Solid wood naturally responds to changes in humidity.

Small changes in dimensions, seasonal gaps, and minor checking can occur as the wood responds to its environment.

Whisperwood designs furniture to accommodate normal wood movement, but no construction method can eliminate it completely.

Can I put the furniture outdoors?

Only products specifically designed and identified for outdoor use should be used outdoors.

Indoor furniture should not be placed outdoors or in environments with uncontrolled exposure to moisture.

Can you match an existing piece of furniture?

We can often create a piece that complements an existing piece, including consideration of wood species, proportions, color, and design.

Exact matching may not be possible because wood and finishes change with age and exposure to light.

Do you offer repairs or refinishing?

When practical, Whisperwood may offer repair, refinishing, or restoration services.

The availability and cost of these services will depend on the piece and the work required.

Do you ship?

Shipping and delivery options depend on the size and destination of the piece.

Available options and costs will be provided before purchase.

Can I return a custom piece?

Custom pieces are made specifically for the individual customer and generally cannot be returned simply because the customer changes their mind.

Cancellation and return terms for a particular commission will be established before work begins.

Can I see the furniture before purchasing?

For available pieces, photographs and descriptions will be provided online.

Depending on location and availability, in-person viewing may also be possible by appointment.

Do you offer design services?

Custom commissions include a collaborative design process appropriate to the project.

The extent of design work included in a project will be described in the proposal.

Can you build from my design?

Possibly.

Customer-provided concepts, drawings, photographs, or inspiration can be incorporated into the design process. Whisperwood reserves the right to decline projects that present technical, safety, intellectual-property, or other concerns.

Will you photograph my commissioned piece?

Unless a confidentiality arrangement has been established in writing, Whisperwood may photograph completed work for portfolio and marketing purposes.

If confidentiality is important to you, please discuss it before the project begins.

How do I start a commission?

Contact Whisperwood with an overview of what you have in mind.

Useful information includes the type of piece, approximate dimensions, intended location, preferred wood species, and any photographs or inspiration you would like to share.

Whisperwood will determine whether the project is a good fit and, when appropriate, begin the consultation and proposal process.