

Shipping, Delivery & Returns Policy

Whisperwood creates handcrafted furniture and wood products, including custom commissions. Because our products are often individually made, shipping, delivery, and return terms may vary depending on the product and project.

The applicable proposal, invoice, or purchase agreement will control if it contains terms that differ from this policy.

1. Shipping

Shipping arrangements will be identified before purchase.

Depending on the size, value, and destination of an item, Whisperwood may use:

- Parcel carriers;
- Freight carriers;
- Specialized furniture carriers;
- White-glove delivery services;
- Local delivery by Whisperwood.

Shipping charges will be communicated before the order is finalized.

2. Delivery Estimates

Shipping and delivery dates are estimates unless a specific guaranteed delivery date has been agreed to in writing.

Delays may occur because of carrier availability, weather, transportation conditions, damage in transit, or other circumstances outside Whisperwood's reasonable control.

3. Delivery Access

Customer is responsible for confirming that the delivery location can accommodate the furniture.

Before delivery, Customer should verify:

- Door and entry dimensions;
- Hallway dimensions;
- Stairway access;
- Elevator dimensions and weight limits;
- Ceiling height;
- Turning radius;
- Installation location;
- Any building or condominium restrictions.

Whisperwood is not responsible for unsuccessful delivery caused by inadequate access or inaccurate information provided by Customer.

4. Delivery Inspection

Customer should inspect the product as soon as reasonably possible after delivery.

For freight or third-party deliveries, Customer should document visible damage with photographs and notify the carrier and Whisperwood promptly.

Customers should not sign a delivery receipt indicating that an item was received in good condition if significant visible damage has not been documented.

5. Damage During Shipping

If an item is damaged during shipping, Whisperwood will work with the Customer and carrier to determine an appropriate resolution.

Depending on the circumstances, Whisperwood may:

- Repair the item;
- Replace damaged components;
- Replace the item;
- File a claim with the carrier; or
- Provide another reasonable remedy.

Customers should retain packaging materials until any shipping claim has been resolved.

6. Local Delivery and Installation

When Whisperwood provides local delivery or installation, the scope and price of those services will be established before delivery.

Additional charges may apply when unexpected site conditions require additional labor, equipment, travel, or installation time.

7. Customer Pickup

If Customer elects to pick up an item, Customer is responsible for providing an appropriate vehicle, equipment, and assistance.

Customer is responsible for securing the item appropriately during transportation.

Whisperwood is not responsible for damage occurring after the item has been transferred to Customer or Customer's carrier.

8. Returns of Ready-Made Products

Returns of non-custom products will be handled according to the return terms stated on the applicable product listing or invoice.

Unless otherwise stated, Customer should contact Whisperwood within **[14 days]** of delivery to request a return.

Returned products must be unused and in substantially the same condition in which they were received.

Return shipping costs may be the responsibility of the Customer unless the product was defective or incorrectly shipped.

9. Custom and Commissioned Work

Because custom furniture is created specifically for an individual Customer, custom or commissioned products generally cannot be returned simply because the Customer changes their mind or no longer wants the product.

Cancellation of a custom project before completion will be governed by the applicable Custom Furniture & Commission Agreement and project proposal.

Whisperwood may retain amounts reasonably attributable to completed design work, materials purchased, labor performed, and other non-recoverable project costs, subject to applicable law.

10. Final Sale and Clearance Items

Items identified as final sale, clearance, or otherwise non-returnable will be identified as such before purchase, subject to any rights that cannot legally be waived.

11. Refunds

When a refund is approved, Whisperwood will generally issue the refund using the original payment method.

Processing times may vary depending on the payment provider.

12. Questions and Claims

Questions regarding shipping, delivery, returns, or damaged products should be directed to: help.Whisperwood@icloud.com