2015 STORE POLICY

We accept American Express, Discover, Master Card, and Visa. Also Cash and Check.
Pricing is subject to change at any time without notice.

CUSTOMER SERVICE

- Email : CS@FTSNY.COM
- Phone:(718)532-1671 Ext.2

DELIVERY – LOCAL

- Deliveries are scheduled by Customer Service. Please measure carefully that all items purchased will fit at the delivery location. In the event that an item does not fit and is returned to the store, the customer remains responsible for delivery charges incurred.
- Customer Service will contact you within 1 week of your purchase to schedule delivery and determine the actual cost of your delivery.
- Delivery Fee may include Walk Up Fee and Walk Up Oversized Fee. o Walk Up Fee = $15/ Flight (8 steps or more)/ Trip Up the Stairs.
- Walk Up Oversized (not fit in elevator) Fee = $25/Flight/ Trip Up the Stairs.
- Upon receipt, please inspect the product and accept as in “good condition” or refused.
- AT THE TIME OF DELIVERY issues or concerns with merchandise received must be addressed. Customer Service must be notified, so that you may avoid future delivery charged for services or exchange.

30 DAY MERCHANDISE HOLD

- FTSNY can hold your merchandise at Warehouse for up to 30-days at no charge from the time of purchase; thereafter, on the 31st day a $5.00 per-day and per-item hold fee will be added to the balance. Any balance incurred as a result of an extended hold must be paid prior to pick-up or delivery.

RETURNS AND EXCHANGES – LOCAL

- Upon receipt, please inspect the product. o FTSNY will issue a full refund within 7 days of your purchase.
- Within 8-30 days of purchase the order will be subject to a 25% restocking fee.
- FTSNY CANNOT accept returns after 30 days of purchase. o Return and Exchange Delivery or Shipping Fees are not included, must be handled by the customer and is non-refundable.
- We cannot accept any Returns or Exchanges on Sale or Custom items.

WARRANTY/REPAIRS

- Our product comes with a 1 Year Warranty against Manufacturing Defects with record of original sale with FTSNY.
- FTSNY will accept repair jobs after 1 year, but will incur a Repair Fee.
- Repairs and Exchanges on items will be handled solely on at the discretion of FTSNY. Please send photograph to Customer Service for evaluation to cs@ftsny.com
- Abuse or misuse of any merchandise voids the Warranty..

NATURAL MATERIALS HAVE UNIQUE CHARACTERISTICS

- We strongly recommend a 1 year cycle for your FTSNY product to acclimatize to your space. Natural materials breathe and will gently expand and contract through the seasons of a 1 year cycle.
- Differences in grain character, color, and texture occur naturally and as such are not within the control of the Manufacturer. Such variations are not considered as Manufacturer Defects under our policy.
- Due to climate changes and the hand crafted nature of our products, the character of a piece may change with time. Exposure to extreme temperature changes may cause your FTSNY pieces to change color or shape over time.
- Our metal pieces are handmade and they reflect their craftsmanship. As a metal material, color tones and color patterns may vary between pieces.