



Tuft & Stitch Studio LLC Terms & Conditions

1. Agreement & Payment Terms

Submission of a Purchase Order, approval of an estimate, with payment of a 70% deposit constitutes acknowledgment and acceptance of these Terms and Conditions. These are required before fabrication or material ordering begins. Verbal or email approvals are not sufficient authorization to proceed.

The 30% remaining balance is due no later than 48 hours prior to delivery or installation.

All payment terms must be finalized prior to delivery. Payment agreements cannot be renegotiated after project completion.

A valid resale certificate must be submitted by all designers prior to order placement to qualify for sales tax exemption. If a resale certificate is not provided, Tuft and Stitch Studio LLC is required to charge applicable sales tax.

2. Estimates & Measurements

Estimates are typically provided within 7 business days of an initial request or site visit. All estimates are valid for 60 days. Pricing may be subject to change after this period. Estimates based on client-provided dimensions are subject to price adjustment following official on-site measurements.

A non-refundable onsite measurement fee of \$300 is required. Measurement fees vary by location and travel distance or accommodations. If an order is placed within 60 days, the fee may be credited toward the final invoice at Tuft and Stitch Studio LLC's discretion.

3. Lead Times & Production

An 4-8 weeks for soft treatments or 8-12 weeks for custom upholstery, lead times begin only after a written PO, deposit, all Designer provided materials have been received by the workroom, and final specifications including measurements have been confirmed.

Tuft and Stitch Studio LLC will make every effort to keep lead times on track with what is in their control in fabrication. Scheduling conflicts, manufacturer backorders, or shipping delays may impact overall delivery timeline. In this case, the client will be provided with updates as they arise to notify them of delays.

4. Installation & Site Conditions

The installation area must be clear and accessible. Tuft and Stitch LLC is not responsible for moving heavy, delicate, or valuable items.

Installations and site visits are scheduled based on geographic routing and operational efficiency:

- **Local (within 17 miles):** Tuesday / Thursday
- **Extended Range (18+ miles, approximately 2-3 hours):** Monday / Wednesday
- **Long Distance (Long Island & beyond Brooklyn / Hamptons):** Scheduled as available
- **New England (MA, VT, ME, NH):** Monday / Friday
- A requested installation date must be provided at the time of scheduling. The installation date must be finalized and confirmed no less than one **(1) week prior to installation**. Failure to confirm within this timeframe may result in rescheduling or additional charges.
- Requests outside designated service days may require outsourcing and may incur additional fees
- Repeated rescheduling or short-notice requests may result in additional charges

5. Materials & Client-Supplied Goods

Natural materials (including silk and linen) may exhibit inherent characteristics such as wrinkling or texture variations. Tuft and Stitch LLC is not liable for the natural behavior of materials.



Tuft and Stitch Studio LLC accepts fabric from clients for fabrication and will inspect them upon delivery. If damaged or flawed, the client is responsible for managing the replacement of the fabric including any costs incurred.

6. Policies & Legal

All services are governed by the laws of the State of Connecticut. Any disputes shall be resolved within Connecticut jurisdiction.

OPERATIONAL POLICIES

1. Pickup & Delivery Policy - Pickup and delivery is provided as a courtesy and is not a moving service. If furniture is requested to be moved that was not purchased through Tuft and Stitch Studio LLC, it may require third-party delivery services at market rates. A quote will be provided to the client to approve, and will vary based on size, weight, fragility, and other factors.

2. Storage & Unclaimed Items - Fabric remnants not claimed within 30 days become property of Tuft and Stitch Studio LLC. Completed items not collected within 30 days may incur storage fees.

3. Batons fee - Delicate draperies are designed to be operated using batons. If a client elects not to purchase batons, Tuft and Stitch Studio LLC assumes no responsibility for any damage, wear, or deterioration caused by manual or aggressive handling.

ADDITIONAL FEES THAT MAY APPLY

1. Scope Change - We understand our client's projects change priorities and deliverables occasionally. All modifications must be submitted in writing. If any change is made to measurements, product or features, delivery or installation requested including multiple phases beyond the original scope, additional fees will apply and will be billed as an add on applied to a follow up invoice.

2. Measurement Fees - A non-refundable onsite measurement fee of \$300 is required. Measurement fees vary by location and travel distance or accommodations. If an order is placed within 60 days, the fee may be credited toward the final invoice at Tuft and Stitch Studio LLC's discretion.

3. Travel Fees - Tuft and Stitch Studio LLC will travel where the client projects are. Installation is based on the scope of work. These are fees in addition to the scope of work applied due to extended travel:

- **Local (within 17 miles):** Included in quote
- **Extended Range (18+ miles, 2-3 hours):** \$500
- **Long Distance (Long Island & beyond Brooklyn / Hamptons):** \$1,000
- **New England (MA, VT, ME, NH):** \$1,500
- **Outside of New England:** Special quote upon request

4. Rush Orders - Requests to shorten standard lead times may incur a rush fee of 5%.

5. Rush Installation or Last Minute Reschedule Requests - All installations are scheduled in advance of 1 week, if an installation is required to happen less than the 1 week window, or needs to be rescheduled with less than 48 hours notice, a \$500 accommodation fee will be applied.

6. Additional On-Site Installation Services - Any additional services requested on site will result in an invoice for the installation, including but not limited to:

- Removal of existing treatments
- Furniture moving
- Hanging artwork
- Specialty installations

8. Crated Items - Removal and disposal of crating materials may incur additional fees at market rate.



Agreement and Acceptance

By signing below, the Client acknowledges that they have read, understood, and agree to all the Terms & Conditions and Additional Fees stated above. The Client further agrees that submission of a Purchase Order or payment of a deposit constitutes their formal acceptance of this agreement.

Company Name

Client Name

Company Signature

Client Signature

Date

Date