

Price List effective January 2006

Our designer discounts range from 10% to 30%, off retail prices, depending on the style and quantity ordered.

Custom Orders

All Birch & Willow lamps and luminaries are made to order. Contact us about custom orders. We work with interior and lighting designers, architects and property owners to create custom lighting for commercial and residential spaces. Call for details and discover the possibilities.

Terms

All orders including shipping and handling must be prepaid. Payment accepted in cash, check or money order.

Shipping

Merchandise is shipped F.O.B. Boston, MA, USA. All orders are shipped FedEx Ground unless specified otherwise. Please call for turnaround time for each order. A 20% rush fee is charged for delivery in less than 3 weeks unless items are in stock.

All packages must be opened upon receipt. Due to the characteristics of the natural materials, they must be immediately removed from all packaging materials and stored in a well-ventilated area.

We cannot be responsible for any damages, discrepancies, or mistakes that are not reported within ten days of delivery.

Returns

No returns are accepted without written consent. All refunds (less restocking fees) are made in the form of merchandise credit.

There is a restocking charge of 20%-50% applied to all returns, in addition to shipping costs both ways. Restocking fees are 20% for table lamps; 30% for sconces and pendants; 50% for floor lamps, plus all shipping costs. **No returns of custom or special orders are accepted.**

No returns are accepted without the customer first making arrangements with us and obtaining packing instructions from us. (Note: Cairn lamps require additional packing material if repacking.)

Please insure any products returned to us for the full value. We will not accept anything returned to us damaged. If the carrier damages the package and merchandise, you can seek reimbursement directly from the carrier. There will be no merchandise credit issued for lamps and or shades damaged resulting from poorly packed merchandise.

Product Specifications:

Each Birch & Willow product is unique. Our products are made with natural materials. Most of the paper we use is hand-made. As a result, there are observable differences from one lamp or shade to another.

Cut sheets are available on individual lamp styles upon request.

Lampshades can be ordered separately. Please contact us for prices and lampshade paper and fabric samples.

Birch & Willow reserves the right to modify the technical and or design specifications of any products, without notification, with the sole aim of improving the work. All designs are registered.

