

PLEASE OPEN BOXES IMMEDIATELY

Thank you for your order. We hope your new lamp brings you many years of enjoyment. To ensure the safety and longevity of your lamp, please open all Birch & Willow packages upon receipt.

1. Due to the characteristics of the natural materials, they must be immediately removed from all packaging and stored in a well-ventilated area.
2. Please report any shortages, discrepancies, or damages to us within three business days.
3. If your product has been damaged in shipping, please call the carrier immediately. UPS can be reached at: 1-800-742-5877, or www.ups.com. The tracking number is located on the shipping label on the front of the box. Make arrangements with the carrier to have the box inspected for purposes of filing a claim.
4. A restocking charge of 20%-50% is applied to all returns, in addition to shipping costs both ways. (20% for table lamps, 30% for sconces and pendants, and 50% for floor lamps.) Please do not return any item without first making arrangements with us and obtaining packing instructions. (Note: Cairn lamps require additional packing material.)
5. Please insure any products returned to us. Anything returned to us with damages will not be accepted. If the package and merchandise are damaged by the carrier, you can seek reimbursement directly from the carrier. There will be no reimbursements or refunds for lamps and or shades damaged resulting from poorly packed merchandise.
6. We cannot be responsible for any damages, discrepancies, or mistakes that are not reported within ten days.

Thank you for your order,
Katherine Ahern