

# PURCHASING

## ONLINE ORDERS, CUSTOM ORDERS, & CANCELLATIONS

Payment for purchases through our online store are processed during checkout, along with shipping charges. Requests for cancellations must be received within 24hrs of ordering.

Custom orders less than \$500 require a 25% non-refundable deposit before production can begin. Custom orders greater than \$500 require a 60% non-refundable deposit. The remainder will be charged at time of shipment (or scheduling of local pickup/delivery).

We are not able to refund deposits on custom orders. Woodworking is a subtractive process by nature, and the cutting of raw materials cannot be undone.

We accept several forms of payment for purchases outside the website. PayPal and Venmo charges will have a 3% processing fee added to your total. We can also accept check and wire transfer. Please email [convenientwoodworking@gmail.com](mailto:convenientwoodworking@gmail.com) to make arrangements.

## LEAD TIME, SHIPPING & DELIVERY

All of our products are made to order, with variable lead times. If you require expedited production or have a hard deadline, please contact us before placing your order.

Products within our online store are typically produced and ready for shipment within 2-5 weeks. Destinations within North America are shipped with Standard (10 day) delivery times. Shipping costs will be charged to your order at checkout.

Custom pieces typically require 10-12 weeks for production prior to shipping. Generally speaking, these pieces will require special crating and freight considerations with final delivery arrangements ranging from curbside to white-glove services depending on the piece size. All shipping considerations and costs will be discussed prior to production.

We welcome international orders and can arrange for freight to all corners of the globe. Larger pieces can be crated to comply with your country's import regulations. Smaller items will be dispatched via Fedex/UPS/DHL depending on your location and available rates. Please contact us directly to place your order, we are not able to process international orders via our online store.

Local delivery and installations within the Asheville, NC region are free of charge for furniture and sculptural pieces. Local pickups from our studio are always free.