

Sales Terms & Conditions

STACK
ABL



Tilt + Shift Collection
Photo © Patrick Biller

Sales Terms & Conditions

These **Sales Terms & Conditions** govern the sale of all Stackabl furniture and lighting products unless otherwise agreed in writing.

These terms operate in conjunction with Stackabl's Three (3) Year Limited Warranty, which governs product defects, coverage, and remedies.

Payment

Stackabl accepts payment by wire transfer, ACH (where applicable), and major credit cards including Visa, Mastercard, and American Express.

Full payment is charged when the order is accepted.

Currency

All orders are billed in U.S. Dollars unless otherwise stated. Stackabl is not responsible for currency exchange rates or fees applied by financial institutions.

Pricing

All prices are subject to change without notice.

Prices exclude shipping, crating, brokerage, duties, taxes, and installation unless otherwise specified in writing.

Taxes and Duties

All orders ship from Toronto, Ontario, Canada.

For shipments within Canada and the United States, applicable duties and brokerage may be included in the quoted shipping charge where specified.

For shipments outside of Canada and the United States, any customs duties, taxes, or import fees are assessed once the shipment reaches its destination country and are the responsibility of the purchaser. Stackabl does not assume responsibility for these charges.

Production Lead Times

Production lead times begin upon receipt of full payment.

All lead times are estimates only and exclude holidays and transit time.

Stackabl is not responsible for delays resulting from supply chain disruptions, carrier delays, customs clearance, or circumstances beyond its reasonable control.

Shipping

Orders are shipped from Toronto, Ontario, Canada via courier or freight carrier depending on size and destination.

Shipping transit times are estimates only and are not guaranteed.

Stackabl is not responsible for delays in shipment or delivery, including delays caused by carriers or customs clearance.

Shipping Restrictions

Stackabl ships worldwide. We do not ship to P.O. boxes or APO/FPO addresses.

Stackabl is unable to ship to any country subject to applicable trade restrictions or sanctions.

Carrier Loss

If a shipment has not been received, notice must be provided within thirty (30) days of the original ship date.

Shipping Damage

Damages caused in transit must be documented and reported in writing within ten (10) business days of delivery. Original packaging must be retained in order to support a claim.

Installation

Lighting products must be installed by a licensed electrician in accordance with applicable local codes.

Furniture and lighting products must acclimatize to the installation environment prior to installation.

Improper installation or assembly by the purchaser or a related third party may affect product performance and warranty coverage.

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Product Variation

Each product is individually assembled and finished by hand.

Subtle variations in color and form are part of the natural character of our work and are not considered defects.

Variation between samples, images, and delivered product is to be expected.

Returns

Eligible standard items may be returned for credit to the original payment method if received within fourteen (14) days of delivery. Return shipping costs are the responsibility of the purchaser.

Returns requested between fifteen (15) and forty-five (45) days from delivery may be accepted at Stackabl's discretion and may be subject to a fifteen percent (15%) restocking fee.

Returns beyond forty-five (45) days from delivery are politely declined.

All returned items must be in original, uninstalled, unused condition and in original packaging.

Custom, modified, made-to-order, and contract products are final sale and are not eligible for return.

Return authorization must be obtained prior to shipping any product back to Stackabl.

Warranty

Stackabl products are covered by a Three (3) Year Limited Warranty. For full details regarding coverage, exclusions, and remedies, please refer to the warranty document.

Limitation of Liability

To the extent permitted by law, Stackabl's liability shall be limited to the purchase price of the product giving rise to the claim.

Stackabl is not responsible for any costs related to installation, re-installation, removal, or repair.

Customer Service

For assistance, please contact service@stackabl.shop.

Termination and Cancellation

Stackabl reserves the right, at its sole discretion, to decline or cancel any order or refuse service at any time.

General

These Terms & Conditions apply except where otherwise agreed in writing.

Stackabl reserves the right to update these terms from time to time.