

SALES CONDITIONS

PRICES

A 50% deposit is required to initiate orders. Orders must be paid in full before your order is released, including applicable taxes, shipping and insurance.

BALANCE DUES

When an order is completed, we will invoice for the balance due. Balances due should be paid within 10 (ten) working days from invoice date to avoid pick-up delays.

If payment in full has not been received within 90 days of final invoice, Kalin Asenov, LLC reserves the right to retain the merchandise and to declare forfeiture of the deposit as liquidation damages. Kalin Asenov, LLC retains the title to all merchandise until fully paid for by the customer.

SPECIAL ORDERS

Special orders, including variations of design and materials and rush orders, are subject to availability. There is an additional fee, depending on the client's needs. Please contact us to check feasibility before placing an order.

CANCELLATION POLICY

All goods are made-to-order per customer specifications. Orders cannot be cancelled after ten (10) working days, from date of order placement. Changes in orders, returns or cancellations require prior written approval. Such orders will be subject to change, cancellation or restocking fees of 40% of the net selling price.

SALES CONDITIONS

PRODUCTION+ LEAD TIMES

Standard Lead Times are 8 to 12 weeks. Approximate production times differ from delivery times. Please be advised that due to the artistic and custom hand-made nature of our manufacturing process, an exact completion date cannot be guaranteed. Please note that due to the use of natural materials used in the production of Kalin Asenov's products, there may be slight variations in color and texture.

MATERIAL SPECIFICATIONS

The natural tone and character of Kalin Asenov's finishes will subtly affect the character of each piece. Although we strive to constantly match our finish samples to the final product, all items are finished individually by hand and therefore slight variations in color, tone and texture will occur and no guarantee can be made of an exact match. This is not considered a defect.

If requested, a sample of any of our finishes will be provided once a 50% deposit for an order has been received. Custom finishes are available upon request and an additional fee may apply for each custom finish sample.

DIMENSIONS

Dimensions are given to the nearest half inch. Because all items are made and assembled by hand, measurements may vary slightly from those stated. Dimensions are provided as a general reference only. In custom orders, variation in the design may occur to accommodate client's need in creating a functional product.

SALES CONDITIONS

WARRANTY

Kalin Asenov warrants its line of products to be free of defects in material, and workmanship. Our liability under this warranty is limited to 90 days from the date of delivery. Claims not made in writing within such period are waived.

This warranty does not apply to any product that has been disassembled, damaged or defaced, subjected to misuse, abnormal service and mishandling, nor by any product altered or repaired by anyone other than the manufacturer.

During the warranty period, Kalin Asenov at its opinion, may repair or replace such product at no cost for labor and/or materials during the warranty period in which this product is returned, insured and with transportation pre-paid to the manufacturer, together with proof of purchase.

The parties hereto expressly agree that Original Purchaser's sole and exclusive remedy against Kalin Asenov shall be for the repair, replacement or refund of defective products as provided herein. This warranty extends only to Product ownership by the Original Purchaser; is not transferable whether to heirs, subsequent owners, or otherwise; and is void if the Original Purchaser ceases to own the Product.

If service is needed after the expiration of the limited warranty, a professional electrician must be used to replace the lighting elements.

The warranty is the only warranty applicable to Kalin Asenov's products and is expressly in lieu of any and all other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. The manufacturer shall not be liable for consequential or incidental damages resulting from breach of warranty. The remedies expressly set forth herein are exclusive and no other remedy for breach of warranty exists.

DAMAGE+ FREIGHT CLAIMS

The delivering carrier is solely responsible for any damage (concealed or visible) incurred in transit. Should Product arrive damaged, it is the RESPONSIBILITY OF THE CONSIGNEE or their agent to report damage to the carrier IMMEDIATELY upon receipt and inspection, as well as file a required freight claim. All damages to goods should be carefully documented and all packaging and paperwork must be retained for carrier inspections. Returns must have prior written authorization from Kalin Asenov.