



Lifetime Limited Warranty

Thank you for purchasing from Steiner's Amish Furniture! Before we can provide you with your quality home furnishings, we must first explain our lifetime limited warranty policy. Here at Steiner's we do our best to protect our customer's best interest. Therefore, we warranty all furniture sold to be free of manufacturer's defects for the lifetime of their purchase. Our warranty applies **only** to the **original purchaser** with normal use and proper maintenance (all cushion foam is guaranteed for the life of the **fabric**). This warranty in its entirety is a **repair or replace** warranty at Steiner's Amish Furniture individual discretion and **does not** allow for refunds or returns.

Our warranty does not apply to the following: Items sold "as is", conditions resulting from negligence or improper use, alterations, fire or other casualties, furniture no longer in possession of the original purchaser, and furniture used by animals/pets or in areas animals/pets are allowed to use. There is no warranty on wearing quality, pilling, or color fastness of fabrics or other upholstery materials. Reclining mechanisms on reclining furniture carry a Manufacturer's warranty and can be claimed through the manufacturer.

Purchases:

All sales at Steiner's Amish Furniture are final. In order for your piece to be built Steiner's Amish Furniture must receive a down payment of minimum fifty percent (50%) of the total. Your down payment guarantees the order to be sent to your Amish craftsmen and to begin the building process. Remember: all orders are made especially for you and your specifications.

Payment Options:

Steiner's Amish Furniture accepts any of the following forms of payment: Visa, MasterCard, Discover, paper checks, and cash sales. Steiner's Amish Furniture holds the right to deny and request a new form of payment if deemed necessary on a case to case basis.

Sales and Promotions:

- Sales and Promotion pricing or Discounts must be redeemed at the time of purchase
- Sales and Promotion pricing or Discounts are valid only for the duration of the promotion
- Sales and Promotion pricing or Discounts are only valid on items specified no matter the intended use of items purchased
- Sales and Promotion pricing or Discounts are valid on new orders only
- Sales and Promotion pricing or Discounts cannot be combined with any other offers

Special Orders:

Special Orders pertain to all custom orders built to special sizes or specifications according to the customer's instructions. These orders are considered non-standard and will be treated as custom. Custom orders **cannot** be cancelled/returned/or refunded. Special Orders are built according to your exact instructions and are unique to your needs and taste.

About Solid Wood and Stain:

Please remember that stain colors may vary from how they appear on our in-store wood samples. This is not a manufactured finish; therefore, you may see various shades in the finished product. However, we do everything possible to match the stain samples within 3-5% (lighter or darker) of the sample color.

Stain color is reliant on the wood itself. Variations can be due to the wood's own natural density and grain. Please remember to expect imperfections in the wood. Different areas of the same piece of lumber will take the stain differently and natural tree markings can affect the appearance of the stain. The Amish craftsmen do their best to keep the wood grain consistent throughout the piece, but cannot guarantee an exact match to the sample stain color. This is the beauty of solid wood products and what makes it so unique. Solid wood is durable and beautiful and can make for a lifelong, household staple.

Shipping:

Shipping time given to our customers is considered an estimate and is not a guarantee for the delivery of your product. Standard shipping time ranges from 8-14 weeks and can be shorter or longer depending on the size and complexity of the product. We cannot be held responsible for delays due to various manufacturing and shipping problems. Please keep in mind that these shops and craftsmen need to weather storms, repair tools, and take holidays, just like most workshops, and any of those or a myriad of other reasons might result in delays. The completion dates of the Amish craftsmen are entirely out of our control. Steiner's Amish Furniture will do its best to keep the customer up to date on the completion of their product.

How do I receive my Furniture?

Steiner's Amish Furniture offers two options for receiving your furniture: delivery or in-store pickup.

Delivery:

If you choose to have your product delivered there will be an additional cost that will be discussed at the time of purchase. You can choose to cancel your delivery for a refund of the delivery cost at any time before your delivery, but **you will then be expected to pick up your product in store**. Once your product is ready for delivery, we will call you to set up your delivery date. You will be given a date and four hour window delivery time. Delivery and final payment must be made within two weeks of the arrival of the furniture, unless actions through the proper channels have been taken for a later delivery. If payment is not made the customer forfeits their down payment and product to Steiner's Amish Furniture. Steiner's Amish Furniture will then be free to reclaim and resell the product to another customer.



General Guidelines for Delivery:

1. The customer must have the space in their home cleared **prior** to delivery, delivery personnel **will not** move existing furniture.
2. Circumstances that delay your furniture delivery may arise that are beyond our control – these include weather, traffic, natural disasters, and other uncontrollable events.
3. Someone must be present during the delivery. If you have made and confirmed a delivery appointment and fail to keep that appointment, you may be charged additional redelivery/storage fees and your delivery may be delayed.
4. It's important to remember that we do not offer returns on furniture that doesn't fit in your home or office, through doorways, in an elevator, or up the staircase, so advance planning is essential.
5. There are situations where the inside delivery team cannot accommodate delivery into the room of your choice. For example:
 1. Some pieces of furniture are just too large to fit through narrow spaces. Angles and sharp turns also create challenges for moving large pieces of furniture, and our team may not be able to physically overcome these challenges.
 2. Our team will not raise furniture inside windows or remove windows or doors.
 3. Our delivery team will not disassemble, move, or otherwise dispose of existing furniture in your home.
 4. Prepare the room(s) that are receiving furniture by removing rugs, securing or removing low-hanging light fixtures or chandeliers, and moving other pieces of furniture out of the way. Pets should be secured in other rooms. The delivery team is not responsible for this prep work.
6. Delivery requires the following:
 1. The road must be a minimum of 10 feet wide.
 2. There cannot be any low hanging branches on the road, and there must be a clearance of at least 14 feet.
 3. The street must have no vehicle weight restrictions.
 4. The road must be passable by a large box delivery truck.
 5. Drivers must be able to safely turn around after they complete delivery.
7. Our delivery personnel **may not under any circumstances** be videotaped or photographed—without their written permission—or receive any harassment. Delivery personnel are free and able to deny delivery if any such actions are performed. In these cases you will be instructed to pick up your product using the guidelines provided under the [Pick Up](#) category.
8. Delivery personnel can accept final payment if made in cash or check. All credit card payments (Visa, MasterCard, Discover, or American Express) must be made in store **prior to delivery**.

Pick Up:

Customers who opt to pick up their furniture in store are held liable for their product. All pickups and payments must be made within two weeks of notification of the arrival of their product, unless actions through the proper channels have been taken for a later pickup. If pickup and payment are not made within the two weeks the customer forfeits their right to their down payment and product and Steiner's Amish Furniture may reclaim and sell their product to another customer.

General Guidelines for Pickup:

1. The customer will need to come into Steiner's Amish Furniture and notify a salesperson or staff member of their arrival.
2. Customer will then be instructed to drive around to the back loading door (the door will be marked as Steiner's Amish Furniture).
3. The customer's products will then be waiting for them at the door.
4. If furniture needs to be disassembled prior to pick-up the customer will need to give Steiner's Amish Furniture adequate lead time to disassemble the product.
5. The customer must bring their own materials such as: straps, necessary tie downs, blankets (for protection of the product), appropriately sized vehicle, and any other materials deemed necessary for the safe travel of the product.
6. The customer must provide the necessary man power to lift and load the furniture into their vehicle. Steiner's Amish Furniture salespersons and staff members **are not** and **will not be** held responsible for providing loading aid for liability insurance reasons.
7. Steiner's Amish Furniture is not responsible for any damage done to your vehicle or product during loading/unloading or travel time.
8. A full statement of our pickup guidelines will be posted in multiple locations throughout the pickup time.

Repairs and Labor Charges:

Upon delivery of your furniture we reserve the right to inspect the furniture and if necessary, make repairs on the spot. During the warranty period we will pay the labor charges to repair or replace defects in workmanship and/or material at no charge to the **original purchaser** according to the terms of Steiner's Amish Furniture Limited Warranty as stated above (proof of purchase will be required). Nicks and scratches and/or other issues must be reported within 10 days from delivery date. After the initial one year warranty period, the purchaser will be responsible for the labor charges on any repairs made except in cases where a manufacturer's warranty includes labor to perform the repair. Items that are outside our local delivery areas must be returned to Steiner's Amish Furniture for warranty services or transportation charges will apply to the repair. Please be aware that repairs may take time to complete and in some cases will need to return to the original manufacturer for further treatment.

Proper Maintenance:

To properly maintain your handcrafted Amish Furniture wipe the surface with a cloth dampened with a **non-wax containing polish** or **mild detergent solution**. Do not use ammonia-based products or silicone oils as they will cause damage to your furniture. We recommend using a 'lemon oil' furniture polish at least once a month or more often. Arizona climate is extremely dry and oil with help prevent your piece from drying out and damaging.

It is the sincere desire of Steiner's Amish Furniture to give our customers the finest possible service. It is our intent to have as little misunderstandings as possible during this transaction. Please keep in mind that verbal promises by any salesperson or staff member are not valid and any promises or understandings not made in writing are not binding to Steiner's Amish Furniture and will be considered void. Thank you for your purchase and we appreciate your support of local, family-owned business.

BY SIGNING BELOW YOU ACKNOWLEDGE THAT YOU UNDERSTAND AND AGREE WITH ALL THE ABOVE STATEMENTS.

SIGNATURE: _____ **DATE:** _____