



Policies and Delivery

Stain and Finishes

Wood in general and especially *reclaimed wood* varies greatly in grains and colors. Although we try our best to match the colors and grains in the photos displayed on our website we cannot guarantee the exact color match. Your new table may be a shade darker, lighter, or more/less distressed than how it appears in the photo. This is the beauty of purchasing reclaimed furniture. Most people embrace this concept and the uniqueness is part of why they order a custom reclaimed table.

Purchasing a custom made reclaimed furniture piece is like commissioning a painting from an artist. You can describe what the general look and feel of how you would like the painting to be but the artist is going to paint the piece in their own style. This is similar to how it works with ordering a custom table built from reclaimed wood.

Communications and Expectations

Purchasing custom furnishings can be a fun and exciting decision. Once purchased, you will be placed on our build list. In most cases you will be waiting 4 to 8 weeks for your new furniture to be ready for shipping.

You can get project updates and information on your project web page.

Deliveries

Please see our shipping page for more details. Our furniture is heavy; it is crated in wooden crates that weigh hundreds of pounds. **The minimum expectation is curbside delivery of your furniture in a wooden crate.** We try to deliver most of our products with our own trucks because it gives us an opportunity to assist you in placement and setup. Sometimes we will need to ship your new furnishing VIA freight carrier like FedEx, UPS etc. If your furniture is shipped VIA carrier it will arrive on a truck with a lift gate, there will be curbside delivery only. The pieces will arrive in a wooden crate and will need to be un-crated and moved into your location and assembled by you the customer or someone you contract. The FedEx guy is not going to carry it in and setup your new furniture. It is a good idea to hire a local moving guy or contractor to do this for you, or you



can accomplish this with a few friends and a screw gun, plan on a few hours to get this done. Be sure to ask us how it is being shipped when we contact you to schedule your delivery.

If we ship your furnishings in one of our own trucks, we will do our best to provide a turnkey delivery with your assistance. Please understand we are not a shipping company, we will notify you prior to the truck leaving our shop and a general window when we will arrive, please clear your schedule for that day, or make arrangements to have someone on call to be available when we arrive. We typically do many deliveries when we make a delivery run and will not wait around for a customer. If a customer has a last minute meeting, can't meet us or your table is going on the 5th floor and you have no elevator you will be open to a curbside delivery. We can't take it back with us and many times we have other deliveries and your items may need to be unloaded in order for us to access the next customer's items. Your delivery person most likely drove all night to get to you so please be understanding. A \$369-dollar delivery fee is curbside and does not imply white glove service and your delivery person is not obligated to carry your items in and set them up. You can inquire about our white glove service, it is available for an additional fee which generally runs about \$900.00 delivery fee over and above your order and shipping costs. We will arrive with only one person, so we will need assistance carrying your new furniture into your new location. Once unloaded we will do our best to get everything assembled. Please work with us to make this as smooth as possible. The alternative to customers that are not ready to assist us with unloading is curbside delivery.

All of this said, we strive to provide the best experience possible by doing what we can to bring your items inside and set them up as a courtesy.

Here are some things to consider:

1. Where is the furniture going?
2. Are there stairs?
3. Is there a service elevator?
4. Will what you ordered fit in the elevator or up the stairs?
5. Can you carry one end of a conference table? If not can you get someone to be available that can?
6. Are you prepared to meet late in the evening or on the weekend if necessary?
7. Will it fit down the hallway?



If you have any concerns, or you want guaranteed inside delivery talk to your sales representative and we can work out any issues.

Refunds

Because all furniture at American Outpost is custom made and there is a lot of effort that goes into a custom piece even before assembly begins. Accordingly, once an order is accepted by us all sales are considered final. We reserve the right to provide refunds for any reason at our sole discretion. Please be assured that we will do everything possible to ensure you are fully satisfied with your purchase.

Returns or Exchanges

American Outpost does not offer returns or exchanges. We do completely guarantee our work against defects in workmanship or materials. Please see our [Guarantee](#) page for more information.