

The Fine Print

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Parcel's Terms, Conditions, and Warranty



September 2022

Parcel, Inc.
Terms, Conditions & Warranty
September 2022

General

This contract incorporates these Terms and Conditions, which shall prevail over any other terms and conditions. Parcel, Inc. reserves the right to change and amend these Terms and Conditions. You are responsible for reading the Terms and Conditions and shall be unable to proceed with your purchase until you have read and agreed to these Terms and Conditions.

Products and Materials

Parcel, Inc. reserves the right to make changes in design, construction, materials, and dimensions, or to discontinue products without prior notice. Products supplied may differ from those on display or advertised due to Parcel, Inc.'s policy of continuous product development. Unless previously agreed upon, the products supplied will be of equivalent value, functionality and appearance.

Parcel, Inc. incorporates natural materials into its products. The natural beauty of the wood results in random variation in color and pattern. This variation, which is kept within acceptable limits, is an integral part of the appearance of the furniture and is to be expected. Solid wood tops won't perform the same as veneered furniture. They will expand and contract and reveal checks and cracks in response to environmental changes. In addition, the finishes are subject to color change, wear, and fading, depending on age, exposure to light, moisture, and other environmental factors.

These materials and finishes require routine maintenance for maximum product life. The product should be kept clean, out of standing water, and free of standing snow. Covering the products and/or storing them during inclement periods is also suggested. Please contact Parcel, Inc. for care, maintenance, and cleaning recommendations to maximize product life.

Limited Warranty / Liability

Parcel, Inc. warrants its products against structural defects in manufacturing for a period of five (5) years from date of purchase, provided the product was used under reasonable conditions, which specifically exclude parks, open public spaces, and spaces where the product will be subject to excessive moisture, and was used for the purposes for which it was designed.

Parcel, Inc. warrants the metal product finishes against defects in manufacturing for a period of three (3) years from date of purchase, provided the product was used under reasonable conditions, which specifically exclude parks, open public spaces, and spaces where the product will be subject to excessive moisture, and was used for the purposes for which it was designed.

This Warranty does not apply to wear and tear, vandalism, or the finish of the wood used in the product.

This Warranty is VOID if the product is not installed as intended. The product is intended to be installed on a solid, hard, level, and reasonably dry surface.

The exclusive Parcel, Inc. warranty is available only to you, the original purchaser, and becomes effective with the delivery date. Parcel, Inc. will repair or replace, at our discretion, any piece of furniture that is defective in material or workmanship under the terms and conditions outlined here. If Parcel, Inc. determines that a repair is impractical, you will be furnished a substitute of the same or similar color, design, style and quality. Once you have notified Parcel, Inc. of a problem with the goods, Parcel, Inc. will replace or repair any goods that are damaged or defective upon delivery; or refund to you the amount paid for the goods in question. Parcel, Inc. will not be liable to you for any loss of profits, administrative inconvenience, disappointment, indirect or consequential loss or damage arising out of any problem in relation to the goods. Parcel, Inc. shall have no liability to pay any money to you by way of compensation other than any refund made under these conditions.

Any product modification by retailer, consumer or other parties not authorized by Parcel, Inc. will void this warranty. This warranty does not cover sales samples, floor samples, or products designated "as is" at time of purchase.

Return Policy

If you receive an incorrect item, please contact Parcel, Inc. immediately. The correct item will be shipped in a timely manner and arrangements will be made by us for the return of the incorrect piece. Please note, items ordered in the same transaction may not arrive in the same box or on the same day. This may be due to larger and smaller packages being delivered by different carriers. In some instances, shippers are unable to fit all packages on one truck, leaving remaining items on the next shipment.

Parcel, Inc.



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