BLACK WALNUT CO.

Terms & Conditions

Warwick, RI | jim@blackwalnutco.com

Thank you for choosing Black Walnut Co. Every piece is designed and shaped by hand in my Warwick shop, one board at a time. By placing a deposit, you agree to the terms below, which cover how I make, deliver, and stand behind your piece. Please read them over before your order is confirmed. I want you to know exactly what to expect from real, solid wood furniture.

1. What to Expect from Real Wood

Environment: Real wood responds to the humidity and temperature around it. A stable indoor environment, roughly 40–45% relative humidity, keeps your piece looking and performing the way it should. All pieces are made for indoor, climate-controlled use. Black Walnut Co. is not responsible for damage caused by extreme humidity, temperature swings, or prolonged moisture exposure, and pieces should be kept away from heat/AC vents, wood stoves, and direct blowing air.

Grain & Live Edge: No two boards are the same. Grain pattern, color, mineral streaking, and the natural live edge will vary from piece to piece and from any reference photo you've seen. That variation is the point of choosing real, solid wood.

Top & Bottom: Every tabletop has a “show side” and an underside. The show side receives the full finishing treatment; the underside is stabilized but not fully refined, and may show tool marks, joints, or minor imperfections. That's normal and part of a handmade piece.

Epoxy (where applicable): Pieces with an epoxy inlay may show minor swirl marks or an occasional micro-bubble from the pour. That's normal in a hand-poured piece. Epoxy does not move with humidity the way wood does, so avoid placing epoxy pieces near sudden swings in temperature or moisture to protect the bond between wood and resin.

Care: Clean with a damp cloth and mild soap; avoid furniture polish or harsh chemical cleaners, which can damage the finish. Use coasters and placemats, and always use a cutting board: the finish is durable, but it isn't a cutting surface.

2. Ordering & Customization

Your quote is valid for 30 days. If more than 30 days pass before your order is confirmed, I'll need to re-quote at current pricing. Your piece is made to order. I don't keep standing inventory. Once your deposit is received, I select the slab and plan the layout specifically for your piece. Specifications (dimensions, wood, finish) are locked in once your order is confirmed. Changes requested after production has started may not be possible, or may involve an added charge. Furniture dimensions are accurate within ½ inch to allow for the natural variation in live-edge material.

3. Pricing & Payment

A 50% deposit is required to confirm your order and begin production. No work is done before the deposit clears. The remaining balance is due before delivery or pickup. Accepted payment methods: check, ACH,

and major credit cards (a 3% processing fee applies to card payments). Rhode Island sales tax (7%) applies to applicable orders.

Pieces sold online at a fixed price (currently the Wickford Coaster Set and the Knightsville Charcuterie Board) are paid in full at checkout through Stripe instead of with a deposit. No card processing fee applies to these orders, and any sales tax is calculated at checkout. They ship within 2 to 4 weeks of your order.

4. Production Time

Your piece is custom, so your production time is too. I'll provide a specific estimate when your order is confirmed, based on the complexity of the design, the material selected, and my current queue. Your timeline begins when your deposit is received, not the date your original quote was issued. Black Walnut Co. is not responsible for delays caused by circumstances beyond my control, including material shortages or supplier delays.

5. Delivery & Pickup

Complimentary white glove delivery within 50 miles. $75 flat rate beyond. Shipping available at additional cost, except for the Wickford Coaster Set and the Knightsville Charcuterie Board, which ship complimentary within the continental US. If you'd like to pick up your piece, an appointment is required, and you're responsible for bringing appropriate packing materials and securing your load. Black Walnut Co. is not liable for damage that occurs after pickup or during transport you arrange. Delivery should be scheduled and accepted within 14 days of your piece being finished. If it isn't accepted within that window, a $25/day storage fee may apply.

6. Inspection & Acceptance

Please inspect your piece at delivery or pickup and report any damage or concerns within 5 business days. Claims made after this window may not be eligible for repair or replacement at no cost.

7. Cancellation

You may cancel your order before production begins for a full refund of your deposit, less a 10% administrative fee. If material was already sourced specifically for your project, its cost will be deducted from your refund. Once production has started, the order is final: the deposit is non-refundable, and you're responsible for any material and labor costs beyond what the deposit covers, up to the date you cancel.

8. Warranty

Your piece is covered by a 1-year warranty against defects in craftsmanship from the date of delivery. This includes joint failure, finish defects, and structural issues caused by a construction error. This warranty does not cover normal wear and tear, changes from natural aging, or damage from improper care, environment, or an accident (see Section 1). To file a claim, email jim@blackwalnutco.com within 14 days of discovering the issue, with a description and photos if possible. Verified claims will be repaired or replaced at Black Walnut Co.'s discretion. This warranty covers the original purchaser only.

9. Limitation of Liability

Black Walnut Co.'s liability is limited to the cost of your piece. Black Walnut Co. is not liable for indirect, incidental, or consequential damages arising from its use.

10. Photography & Marketing

I love showing off finished work. Black Walnut Co. may photograph your piece for use in my portfolio, website, and social media, including once it's in your home. If you'd rather your piece not be featured, just let me know in writing and I'll leave it out.

11. Privacy

Any personal information you share is used only to complete your order and is never sold or shared with third parties except as required by law.

12. Dispute Resolution

If a disagreement comes up, let's talk it through directly first. If we can't resolve it, both parties agree to pursue mediation before formal legal action.

13. Governing Law

These terms are governed by the laws of the State of Rhode Island. Any disputes will be resolved in Kent County, Rhode Island.

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Black Walnut Co. · Warwick, Rhode Island · jim@blackwalnutco.com