

BLACK WALNUT CO.

Trade Terms & Conditions

Warwick, RI | jim@blackwalnutco.com

Thank you for partnering with Black Walnut Co. Every piece is designed and shaped by hand in my Warwick shop, one board at a time. By approving an estimate and paying a deposit, you agree to the terms below, which cover how I make, deliver, and stand behind your pieces.

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. Trade Accounts

- Trade pricing is 20% off retail for verified trade accounts: interior designers, home stagers, hospitality and corporate buyers. There is no minimum order.
- Custom dimensions and one-off commissions are quoted separately.

3. Estimates & Customization

- Every order begins with a written estimate sent through my client portal. Your estimate is valid for 30 days. After that I may 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 you approve the estimate and the deposit clears. 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.

4. Pricing & Payment

- Orders are invoiced in two parts: a 50% deposit invoice and a final 50% invoice.
- The deposit is due on receipt. No work is done before the deposit clears.
- The final invoice is sent when your piece is finished and is due before delivery or pickup is scheduled.
- Accepted payment methods: card through the secure link on each invoice, check, or ACH.
- Rhode Island sales tax (7%) applies to each invoice as it is issued, unless a valid resale certificate is on file.

5. Production Time

Standard lead time is 4 to 6 weeks for furniture and 2 to 4 weeks for Knightsville Charcuterie Boards and Wickford Coaster Sets, beginning the day your deposit clears, not the date of the estimate. Rush orders are not offered.

- Black Walnut Co. is not responsible for delays caused by circumstances beyond my control, including material shortages or supplier delays.

6. 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.

- Pickup is available by appointment. You are 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 or pickup is scheduled once the final invoice is paid, and should be accepted within 14 days of your piece being finished. If it isn't, a \$25/day storage fee may apply.
- If the final invoice goes unpaid and I have had no contact from you for 30 days after your piece is finished, the piece is released for resale and the deposit is kept.

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. Dispute Resolution & Governing Law

- 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.
- 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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