

**SHIPPING & RETURNS**

Our products are made-to-order and typically ship within four to six weeks; however, lead times can vary depending upon the time of year, size of the order and availability of materials. Once we receive your order and payment, we will assemble your order and ship it in between four to six weeks, unless we notify you otherwise. We work extremely hard to turn orders around as quickly as possible while maintaining our commitment to producing high-quality, handcrafted products made to exacting specifications. Once we complete your order, please allow between two and eight days for shipping. Most orders typically arrive via freight between three and six weeks from the time we receive your order and payment.

Due to size and weight, your furniture order will be delivered to your driveway or curbside. Placement of the item in the home and package removal is not provided. You must be present at the time of drop-off.

If you are receiving assembled pieces please handle with care, as you would any new furniture. Although Hard Goods furniture is durable and intended for outdoor use, improper handling can damage your furniture. Place all furniture on the ground on the furniture feet only. If you must lay furniture on its side please use a blanket, cardboard, or other soft surface. Do not drag pieces over ground surfaces. Use moving blankets to protect surfaces while moving to intended locations. Use wheeled dollies to reduce damage potential and excessive wear.

We ship most orders via freight within the continental United States. Our shipping charges are intended to compensate our company for processing your order, handling and packing the products you purchase, delivering them to you, related overhead and other expenses. We are unable to process International web orders. Please contact us to inquire about International shipping options.

**OVERSIZED SHIPPING QUOTE**

Occasionally an order shipment is considered oversized because we cannot always ship them at the rate shown in the shopping cart. If your order is oversized one of our sales representatives will contact you with a shipping quote for approval prior to finalizing your order and payment.

**IN-HOME FURNITURE DELIVERY**

Please call for an in-home delivery quote. Price varies depending upon the level of service you require, the item(s) and destination.

**EXPORTS**

Contact us for international shipping rates. We will complete the required paperwork to ship our products; however, you are responsible for all additional paperwork, duty and taxes required prior to delivery.

**RUSH DELIVERY**

If you need your order in a hurry, please call to arrange upgrades to order production and shipping options for an extra

**HAWAII, ALASKA, US TERRITORIES AND CANADA**

Contact us for current shipping rates outside the continental United States.

**FREIGHT DAMAGE AND RETURNS**

**IMPORTANT!** Please inspect your order the moment you receive it. Our packaging is top-notch but damage in transit can happen. If an order arrives damaged, please note "Possible Freight Damage" on the delivery receipt, take photos of the damage immediately, and contact us right away so we can arrange for an exchange. We will issue a Return Goods Authorization (RGA) number and priority-schedule a replacement. Save all pallets, packing materials and your damaged item, and we will help determine the best way to return it when you call us.

**RETURNS**

Please note that we are unable to accept returns on furniture, as they are all made-to-order items (with the exception of defects or damages). This includes all upholstered items (cushions), chairs, benches, tables, seating, etc. You will have 24 hours after order placement to cancel. After the 24-hour window the order will be considered a Final Sale. Did we make a mistake on your order? Give us a call right away so we can help remedy the situation. Thanks for your patience and understanding.

**PRICING POLICY**

All prices in our catalogs and online are in US dollars. Availability, prices and delivery rates are subject to change. There may be errors in the prices, descriptions or images of certain merchandise, and we must reserve the right to restrict orders of those items.

**SALES TAX**

Sales tax on the merchandise & shipping total are charged for items shipped to Arizona state addresses. All other states ship sales tax free.

**PAYMENT OPTIONS**

Hard Goods accepts PayPal, American Express, MasterCard, Visa, and Checks.