

# Shipping, Pickup & Delivery Policy

## Last Updated

March 18th, 2024

## Introduction

Welcome to N44studio.com owned by N44 Studio ("we", "us", "its", or N44 Studio). N44 Studio is pleased that you have decided to order from us. We have listed some information regarding our order fulfilment process down below:

## Pickup

Pick up is available at our manufacturing location at [121 Princess Drive, Hamilton, ON](#). A scheduled appointment is required prior to pick up. To schedule your appointment, contact us as N44studio.com

## Shipping Policy

At N44 Studio, we are committed to providing high-quality and reliable shipping services to our customers. We want to make sure that your furniture arrives at your doorstep in a safe and timely manner. Please take a moment to read our shipping policy before placing your order.

## Furniture Shipping:

We offer standard shipping for all furniture orders placed through our website. We also offer White Glove Delivery within 2 hours of the GTA, which includes delivery and assembly of your furniture by our team of experts. If this applies to you, we'll reach out once you place your order to discuss these details.

## Oversized Furniture Orders:

Oversized pieces more than 120" in size require a custom shipping quote. If you are interested in an oversized product, please contact us and we will provide you with a custom shipping quote for your order.

## Cancellations

You may cancel your made-to-order furniture order within 24 hours of placing your order. Past this 24 hour period, your order is considered final and not eligible for cancellation.

### **Possible Delays**

Due to the made-to-order nature of our products, we will only start building your furniture once an order has been placed. Our standard lead times typically range from 8-14 weeks. We do our very best to produce your order quickly, however there is always a possibility of unforeseen delays.

Please keep in mind that due to unforeseen circumstances such as weather or shipping carrier delays, your order may experience delays in transit. We will do our best to keep you informed of any delays and provide an estimated delivery date.

### **Remote & Rural Location**

One of our most popular items. Perfect for everyday use. Exceptional quality and choice.

### **Damages**

We take great care in packaging and shipping our furniture, but sometimes damages can occur during shipping. If you receive a damaged piece of furniture, please contact us at [Info@n44studio.com](mailto:Info@n44studio.com) within 24 hours of delivery.

We will require photos of the damage for our records. If the shipping crate or box is visibly damaged, refuse it with the carrier and ensure they mark it as damaged. Each case is subject to inspection and approval. Please note that natural variations and imperfections in wood materials are not considered defects.

### **International Shipping**

At this time, online orders can only be placed for shipping within Canada. We are able to ship to most US locations and can also ship internationally. Please contact us at [info@n44studio.com](mailto:info@n44studio.com) to receive a quote.

### **Contact**

Thank you for choosing N44 Studio. We appreciate your business and hope that our shipping policy makes your furniture purchasing experience as smooth as possible. If you have any questions or concerns, please do not hesitate to contact us at [Info@n44studio.com](mailto:Info@n44studio.com).