

Verellen

General Information

Orders – A Verellen Order Form is preferred for all orders. Verellen acknowledges all orders in writing. If an order is placed without complete information, it is considered an incomplete order and will be placed on hold. After receiving all required information and a 50% deposit, the order will be released and placed in the line of production. All custom orders require a signed CAD drawing and a 50% deposit. A handling fee of 2.5% will apply on all credit card transactions.

Order Changes or Cancellations – Orders cannot be changed or cancelled after they have been released into production. A released order means that all paperwork has been processed, all materials have been ordered and the order is on the production schedule. Changes are allowed to orders on Hold – waiting on fabric, deposit or information to be released into production.

COM (Customer's Own Material) – COM can be applied to our frames. COM with no repeat will be priced at Grade EL2. COM with a repeat or nap will be priced at Grade A. A Verellen COM Form must accompany the order before it can move into production. A sample of the COM fabric must be attached to the COM Form. All yardage quotes for COM are based on no repeat, plain cover and railroaded application. The order will NOT be scheduled for production until ALL COM fabric has been received for the order. If there is a problem with the COM fabric, you will be notified. If the COM received is different from what was originally quoted, Verellen will need to re-evaluate the yardage needed and additional yardage may be required.

COM Shipping Address: Verellen
5297 Prospect Street
High Point, NC 27263

Shipping – All goods are shipped FOB by the customer's preferred carrier. Sizes and weights are provided to carriers as a guide for cost estimates and are subject to slight variations. All claims for damages or loss in transit are the responsibility of the customer upon signing the bill of lading by the driver at the factory. Since orders are shipped FOB, Verellen accepts no responsibility for shipping or transit damages. If damages occur, retain all packaging materials for the carrier's inspection. It is the customer's responsibility to inspect received items and acknowledge damage claims with the carrier upon receipt. These claims must be reported to our Verellen customer service department within 5 days of delivery.

Returns/Claims – All claims resulting from manufacturing defects, shortages or errors must be made within thirty days of receiving the order. No claims for local repair or servicing of merchandise will be honored unless prior authorization is received from Verellen. If the merchandise is to be returned, Verellen will issue a Return Authorization Form. Items will not be accepted without a Return Authorization Form. A photo must accompany all returns or claims

Warranty

Verellen stands behind its product which is handcrafted with careful attention to detail and will review concerns and provide the appropriate action to resolve issues.

Fabric – Verellen strives to provide an accurate representation of fabrics, however, variations may occur. The mills where we source our fabric use strict guidelines to maintain color standards, but variations are expected due to the nature of the fabric. Upholstery fabrics, including slipcovers, are warranted for two years against seam slippage, fraying or dye transfer when cleaning instructions have been followed. Wearing, wrinkling, fading and pilling are not covered. Application of any soil resistant treatment negates the fabric warranty. Fabrics are a naturally variable raw material. Differences in texture, color or appearance among fabrics are not within the control of the manufacturer nor considered defects. Natural color changes, exposure to extreme temperature changes and direct sunlight may cause color changes and are not covered by the warranty. COM is not covered by this warranty.

Leather – Full grain leather is a natural product. Color variation, pull-up effects, healed scars, fat wrinkles, belly stretch marks and other natural markings are a signature to its authenticity and should be viewed as features of the product. These characteristics enhance the beauty and quality of the hides and are not considered defects. Each hide will absorb the dye process differently, both within the hide and from hide to hide, making every piece distinct and completely unique. Therefore, such variations are not covered by warranty.

Cushioning – Verellen cushioning is designed and constructed to create a comfort that is uniquely specific to each line of furniture we manufacture. Our first style of cushioning begins with an eco-friendly soy-based foam, poly fiber and feather ticking. Many styles include the spring/down option which offers a firmer more structured ride. Available on specific styles, we have designed an all feather duvet pad seat (refer to you catalog for these selections). All Verellen pillows and toss are 90% feather/10% goose down. Cushions and pillows are warranted against the abnormal loss of resiliency for two years from the date of purchase by the original purchaser, as long as cushions and pillows are used under normal wear and normal conditions. Abnormal wear and loss of resiliency should not be confused with flattening of the foam, feather and fibers, which are considered normal wear and are not considered defects under this warranty.

Variations – Because of the natural materials used in the upholstery manufacturing process, and the fact that the product is handmade, minor variations will occur from piece to piece. These are not considered defects under this warranty. Verellen reserves the right to modify the product from its original form shown on showroom floors or in catalogs. Such modifications are not considered defects under this warranty.