

Here is some important information regarding policies applicable to our projects.

If you have any questions at all, feel free to contact us!



General Policy INFORMATION

Stains and Wood Tone

Stain absorbs differently throughout each piece of wood, even wood of the same species on the same project. While we hand select each piece of lumber from our local suppliers for each project, it is not possible to guarantee the same wood tone or stain absorption for every board. It is not possible to correct stain color once the wood is stained without completely stripping the piece and charging a Change of Order fee. Different pieces of wood may absorb stain at different rates and may appear to be slightly different in color. This is a natural phenomenon and occurs in almost all naturally stained wood furniture. The most accurate selection and expectation is to take advantage of the Goose Woodworking sample process (see custom project process) to make the final choice of stain color. We cannot guarantee how custom mixed colors will turn out or exact ratios of products used to create custom colors, if you want a custom color that requires mixing different stains/dyes. Water based stains dry quicker than oil based therefore could result in splotchiness. Different woods have different grain patterns and can absorb stain differently. We recommend General Finishes high quality stains to achieve uniform absorption. Certain wood species such as maple, Douglas fir, cedar, ash, oak and redwood may have characteristics and grain patterns that absorb more stain in certain areas than others – this is normal for wood and is not a defect. We use only water-based polyurethane (satin – unless other sheens specifically requested) topcoat which dries crystal clear so the stain stays true to its intended color. Any discoloration after delivery/pickup will be considered damage and will be subject to our repair fee outlined below. Tannins in the wood may show through white paint. We do our best to prevent this with primer but it is a slight possibility. To minimize this risk, we recommend upgrading to a hardwood such as oak.

Also note that for exterior furniture, “mother nature” is undefeated in the battle against any type of finishes. Therefore, we cannot guarantee any exterior finish beyond 1 year and the customer will need to plan on the responsibility of annual care & maintenance and eventual refinishing of the exterior wood furniture. Alternatively, exterior wood pieces can be unfinished and allowed to patina, if the proper wood species is used for construction (e.g. western red cedar, sapele, etc.)

****See Custom Project Process for Details on Samples****

Wood Dimensions and Movement

Goose Woodworking, LLC typically starts every project by selecting rough-cut lumber obtained from a local lumber yard, which then has to be jointed and planed (“milled”). In order to work around certain imperfections in the lumber, some variance in the final build dimensions may be possible. However, all projects are built to match the specific dimensions included on the approved design diagrams provided as part of the process and the variances will always be within $\frac{3}{4}$ ". If higher tolerances are required for the project, this should be specified during the design phase. Note that specifically, large round tables have a high risk of ‘blowout’ or splintering during the build process and the diameter may vary up to 1.5 inches. The underside of the table tops can have exposed knots or other imperfections, though the best face will always be the show face or most visible surface. Any knots or imperfections will be stabilized to prevent any deterioration (e.g. further knot hole disintegration). We try to ensure the least amount as possible but if the wood has these characteristics we will make sure they are on the underside if possible to be less visible. All exposed surfaces will be sealed with some type of finish (unless specific design request a raw wood delivery for customer to complete finishing process).

Wood movement is a very real characteristic of solid wood furniture and can be heavily influenced by region, weather, and the conditions within the home. Goose Woodworking, LLC takes several steps to minimize the impacts of wood movement due to seasonal changes in humidity. These steps start with properly kiln dried lumber, appropriate joinery and construction methods,

and proper finishing techniques. In some cases, the steps require certain gaps (e.g. spacing between legs and shelf) wide enough to allow for potential wood movement. These gaps are not defects but rather proper allowance for wood movement, which if overlooked could result in cracked or warped pieces. However, if the customer places or stores the furniture in a location in the home (or storage) subjected to extreme fluctuations or atypical ranges (20-40%) relative humidity, then Goose Woodworking is not able to guarantee the furniture will not develop problems such as warping or cracking.

Customer Responsibilities

Goose Woodworking, LLC is NOT responsible for wrongful orders. Our custom design process allows for specification submission, review, and approval. If customer provides any incorrect information, chooses the wrong color, specifies the wrong measurements, etc. there WILL be a repair fee/change of order fee to repair/remake the item. Goose Woodworking, LLC is NOT responsible for damage to an item or any injury caused by any piece of furniture once it has left our possession. The customer must also properly use the furniture for its designed purpose only. Furthermore, it is the customer responsibility to read and follow all care and maintenance instructions provided with the project.

Returns and Refunds

We do not accept returns or exchanges on any of our products. All of our products are given a multi-point inspection upon completion and nothing leaves the shop that does not meet our high standards and the customer approved design specifications. The final payment is due in full open project completion and delivery (or pickup). If the customer detects an issue with the project after taking possession of the furniture, Goose Woodworking, LLC should be notified immediately so that it can be determined if the issue is a defect (no charge remediation) or a non-defect issue (customer care issue or change order), in which case an estimated fee will for the remediation will be generated.

ALL SALES ARE FINAL.

If during the design phase, issues arise that prevent the final design approval and the customer cancels the project, the 50% down payment will be refunded MINUS any material costs already obtained for the project and any design hours expended creating the detailed design for review.

In the case where situations arise that cause Goose Woodworking, LLC to cancel the project for reasons not attributed to the customer, then 100% of the down payment amount will be refunded to the customer. Likewise, if circumstances not attributed to the customer, prevents the completion of the project within 6 months of the estimated completion timeline, then either the customer or Goose Woodworking, LLC has the option to cancel the project and receive a refund of 100% of the down payment with no further commitment on either party. (For example, if Goose Woodworking, LLC provides 'mid-June' as the estimated completion timeframe and Goose Woodworking, LLC determines it will not be possible to complete the project until after ('mid-December')

Goose Woodworking, LLC is NOT responsible for damage to items that customer loads into their own vehicle or transported by a service contracted by the customer. Please bring proper moving supplies with you to ensure safe loading of your items. Any local pickup at the Goose Woodworking, LLC woodshop must be scheduled by a confirmed appointment.

Once your order is ready - you have 14 days from the agreed upon date to pick up your project. After that time period, a \$40/day storage fee will be charged in order to receive delivery at a later date. After 60 days from the originally scheduled pickup or delivery date, the project is forfeited by the customer and it becomes the sole property of Goose Woodworking, LLC to use or sell as deemed appropriate by Goose Woodworking, LLC.

****Goose Woodworking, LLC reserves the right to cancel or refuse any order at any time for any reason.****

You agree to these conditions and acknowledging you have read this disclaimer in its entirety once the quote is accepted and submit the initial payment for your order. This disclaimer serves as a legal contract and is BINDING.

Thank you for your business!