



Conditions of Sale

Lead Time for Shipping:

Lead-time can vary depending on quantity, species and processes required to fabricate. **Stock Products** will typically ship within 48 business hours of fully executed and paid for orders (No guarantees made or implied on delivery). In general, lead-time for **Custom Orders** are approximately 10-12 weeks from the day we receive deposit to the day it is received in our warehouse. Let us know if you have a more stringent time deadline and we will try to accommodate your needs. Issues with overseas and US customs delays are out of our control.

Payment:

Because we custom mill our floors a non-refundable deposit is required to initiate an order. The balances are specified on your sales order. All Legno Bastone, Inc. orders are CBD. Final payments are required to be made within 3 days of US Customs clearance. Payment of deposit is confirmation of your acceptance of our Conditions of Sale.

Payment Method:

Personal/Company checks, cash payments and bank drafts are accepted. No third-party checks.

Installing and Finishing:

Legno Bastone is based upon the manufacturing and supplying of wood for primarily flooring and/or paneling. We strongly recommend contracting a professional, experienced installer. While we do not remain responsible for them, we will assist you in working with them. Legno Bastone cannot and will not take any responsibility for the necessary on-site conditions required to install our flooring. This responsibility rests with both the building contractor and/or your professional flooring installer. Our advice will always be on hand should it be requested. Whomever you choose to install your floor, we do strongly recommend and encourage our clients to use a professional and experienced flooring installer for all projects in all instances. It is the purchaser's responsibility to provide Legno Bastone install instructions to your fitting contractor. It remains the purchaser's responsibility to obtain install, maintenance and care instructions and distribute accordingly.

****CAUTION** DO NOT APPLY ANY TAPE OR ADHESIVE TO WOOD SURFACE****

Measurement and Sub Floor:

The responsibility for all final measurements and subsequent order quantities rests with the client or their representative. It is important to ensure that your sub-floor is sufficiently clean, flat, level (3mm over 3m spans) and isolated against moisture before wooden floors can be installed.

Sizing and Selection of Your Floor:

All Legno Bastone, Inc. floors are handmade in accordance with our traditional European high standards. All plank widths quoted are face and pertain to the planks prior to milling, i.e. a quoted plank 260mm wide will have a face width of 260mm. Literature is available regarding the grades that are available. They comply with our experience in selecting the finest, widest and longest boards. Since wood is a natural product-no two boards are ever the same! Our samples and photo presentations show the selection by reasonable approximation.

**Invoicing and Quotation:**

Prices stated on quotations and proposals are valid for 45 days from date of issue. Your invoice will be issued on placement of your order. Your deposit will also act as your acceptance that both the amount and the details stated on the invoice are correct and accurate. Please take time to study them. Legno Bastone, Inc. retains title on all materials until invoices are paid in full.

Delivery:

Upon placement of your order, we will follow up with a schedule of anticipated completion and shipping dates (Custom Orders). Please note that in the unlikely event that you are not able to accept the delivery, third party storage facilities can be arranged with all storage costs being charged on a weekly basis unless Legno Bastone, Inc. makes special storage arrangements in writing. Even if these arrangements are made final payment remains due within 3 days of US Customs clearance.

Remember:

Your floor is a natural product. Small gaps may appear from time to time during the different seasons as it takes on and loses moisture. There will be color variation depending on the grade and finish you have selected. In the case of under floor heating, please take notice of our special instructions in relation to the use of such systems. During the heating season it is often beneficial to make use of humidifiers. Not only will these reduce the risk of small gapping between boards or cracks in the wood, but will also contribute to a healthier environment in the house. For the stability of the floor it is imperative to secure a temperature between 63 – 75 degrees Centigrade and a relative air humidity of 40%-60%. When cleaning your floor please strictly follow the care instructions provided. Extra precaution does need to be taken regarding stiletto heels on all hardwood flooring. Remember the pressure per square inch of a stiletto heel is equal to that of the weight of an adult elephant. Always use felt pads under chairs or tables. In kitchens wipe up any spillage immediately and in bathrooms open windows to let excessive moisture (steam) out.

Guarantee and Warranty:

Since Legno Bastone, Inc. floors are selected from the finest selections of old growth timbers, always slowly dried by Old European traditions, we guarantee the stability and look of our floors in most cases for longer than the industry standards under normal household conditions of use. Please refer to the details our warranty separately. Excluded from our guarantee are damage caused by unprofessional installation, moisture, relative air humidity conditions outside the indicated range of 40%-60%. Repair work is not included in our guarantee. For the avoidance of doubt, in addition to the preceding limitations, we shall have no liability whatsoever for any direct or indirect loss caused or suffered caused by floors supplied by us and in no event whatsoever (and subject to any other limitations contained herein) shall we have any monetary liability to you in excess of the total purchase price exclusive of taxes and shipping paid by you for our products.

Finally:

We at Legno Bastone, Inc. have loved wood and the floors that we produce for over a century. We want you our client, to enjoy the natural luxury and beauty of our floors, so if you should have any questions or require any advice or help about your handcrafted floor before, during or after our business together feel free to call us.