

# Amish Market, LLC

*"Furniture With a Family Future."*

139 East Main Street  
Fredericksburg, TX 78624  
www.AmishTexas.com  
830-992-3546

## **INFORMATION FOR OUR VALUED CUSTOMERS**

Thank you for your business!

Your hardwood furniture is custom-built by professional Amish craftsmen and will last for future generations. Thank you for giving us the opportunity to serve you. We have built our business based on quality customer service. We trust your experience with us will be a positive one.

### **TIMING**

Depending on the piece, how busy the craftsman is, and any customizations you requested, your order will take between 10-14 weeks to be completed.

### **NOTIFICATION**

Once your furniture has arrived and we have thoroughly examined it, we will call you to schedule your delivery or set a date for pick up.

### **BALANCE**

Any remaining balance on your order is due and payable upon notification that your furniture is ready to be picked up or delivered.

### **DELIVERY**

We will deliver your furniture to any location in Texas and assemble it for the flat fee of \$1.65 per mile (one way). Your furniture will be delivered by our personal staff and is always blanket wrapped and tied down for secure transportation. We will bring your furniture into your home and set it up in the room of your choice.

There will be a \$50 charge if our employees are required to clear a room in order to set up your furniture or if they have to carry your furniture upstairs.

## **PICK UP**

Please notify us 2-3 days *prior to your pick up date* if you are picking up your furniture so that we can have enough staff here to assist you with loading. To insure secure transportation of your furniture, we strongly suggest that you bring moving or household blankets, storage pads, tie downs, and cardboard to protect your furniture while in transportation.

We offer our own moving blankets for \$18 each. This cost will be refunded upon their return in good condition.

## **STORAGE**

We can store your furniture in our climate controlled storage unit for up to 1 month for free. After that time it will be necessary to charge a pro-rated storage fee. The amount of the fee is dependent on the volume of furniture we will be storing and the length of time it will be stored.

## **CANCELLATION POLICY**

There will be a Cancellation Fee of 10% of the down payment if the order is canceled within 24 hours. After 24 hours, the Cancellation Fee will be 25% of the down payment. You have the option of 100% Store Credit if you do not want a Cancellation Fee.

## **RETURN POLICY**

We reserve the right to accept the return or not to accept the return of any given piece(s) of furniture purchased from us. If the decision has been made to accept a return, the piece(s) must be returned to us in like-new condition within 1 week from the date you received the furniture. We will give a Store Credit of the purchase price minus a 10% restocking fee upon receipt of any approved returns. Approval for returns is dependent on the condition of the furniture.

## **WARRANTY**

We are 100% confident in the quality wood furniture we offer for sale. Therefore, we cover defects in craftsmanship, materials, and construction of our furniture for a period of 2 (two) years.

The warranty does not include freight costs to and from the **Amish Market**. The warranty will be honored only if you, the customer, have the original sale receipt. Negligence, misuse, or accidents will void the warranty.

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SIGNATURE

DATE