

Terms & Conditions

Please review the following rules that govern the use of this website before using it.

PLEASE NOTE THAT YOUR USE OF THIS WEBSITE SIGNIFIES YOUR UNCONDITIONAL AGREEMENT TO FOLLOW AND BE BOUND BY THESE TERMS AND CONDITIONS.

We reserve the right to update or modify these Terms and Conditions at any time without prior notice to you, and your subsequent use of this Website signifies your unconditional agreement to follow and be bound by the then-current Terms and Conditions. We encourage you to review these Terms and Conditions whenever you use this Website.

Entire Agreement

These Terms and Conditions constitute the entire agreement between Luc Crawford Design Inc. and you regarding the subject matter of this agreement, and supersede all prior or contemporaneous communications, whether electronic, oral or written between Luc Crawford Design Inc. and you with respect to such subject matter.

Severability

These Terms and Conditions shall be deemed severable. In the event that any provision of the Terms and Conditions is determined to be unenforceable or invalid, such provision shall nonetheless be enforced to the fullest extent permitted by applicable law, and such determination shall not affect the validity and enforceability of any other remaining provisions.

Payment Method

Luc Crawford Design Inc. accepts payment via PayPal for online purchases and Visa, Master Card and American Express for Shipping and Handling charges for customer orders.

Pricing

Prices on this website are for online purchases only. Prices in store may differ. The prices listed are for configurations as shown. Changes to finish, colour, grade, fabric or leather may lead to price changes.

Colours of Products

We have made every effort to display as accurately as possible the look and color of products appearing on our website. However, as the actual colors you see will depend on your monitor, we cannot guarantee your monitor's display of any color will be accurate.

A Customer's Signature on invoice denotes acceptance of merchandise as chosen by Customer, including style, color, fabric and wood finish of furniture. Please note, with natural products such as wood or leather, some imperfections can be expected. These are not considered a defect, and add to the uniqueness of the product.

Governing Law

In the event of any claims made by the Customer against Luc Crawford Design Inc., the Customer agrees that such claims shall be undertaken and heard in the City of Ottawa, Ontario, Canada.

Product Availability

This Site displays Products available for purchase in Canada, however not all Products are available at all times and Products may be changed, substituted or discontinued at any time. Luc Crawford Design Inc. attempts to provide an accurate description of the products available for sale, but does not warrant the accuracy, completeness, reliability or currency of such descriptions. While we strive for accuracy in the pricing and the other information we provide on this website, errors can occur.

In cases where such errors do occur, Luc Crawford Design Inc. expressly reserves the right not to honour the offer made on this website when accepting an order online. In the case that an order placed online is not accepted, any payments that have been authorized for that order will immediately be reversed. Should you discover an error once your order is delivered, your sole recourse is to return your order in accordance with our return policy.

Delivery Charges

Delivery within the Ottawa/Gatineau area is **free**. Outside of the Ottawa/Gatineau area shipping charges will apply based on weight and size of items purchased.

Return Policy

All sales are final. However, if you discover concealed damage you have 24 hours to report it. You may report it by calling or emailing Luc Crawford Design Inc.

Damaged Items

Please report damaged or missing items within 24 hours of delivery by calling 613-722-0839 or via email at jennifer@luc Crawford.com.

Damaged & Defective Goods Policy

At Luc Crawford Design Inc., we understand that a product may get damaged in transit or, on occasion, there may be a manufacturer product defect. Rest assured, we will stand behind you during this process and make sure we do everything we can to bring it to a satisfying and timely conclusion- at no expense to you. However, in order to take advantage of our damage policy you need to report any damage to Luc Crawford Design Inc. within 24 hours of receiving your order.

Deliveries

For FedEx deliveries that are damaged in transit, please contact our customer service team immediately instead of refusing the package at 613-722-0839 or jennifer@luc Crawford Design Inc. . If damages are reported within 7 days for Fed-Ex deliveries, we can file a claim on behalf of the customer and work to quickly resolve it. Please be aware that replacements or refunds can be hindered or denied if the customer fails to notify Luc Crawford Design Inc. of defective or damaged merchandise within twenty-four hours of receipt.

Customers who sign for delivery and do not notate "damage" assume responsibility if merchandise is damaged. If the product itself appears significantly damaged, you may refuse delivery. Please notify Luc Crawford Design Inc. of refusal so we can anticipate the return and send out a new item.

Luc Crawford Design Inc. will replace the damaged or defective goods for no additional charge. Failure to follow return procedure for the damaged item may result in a charge for the free replacement item.

Please note that returned items found to be in good working condition or shipped as ordered may not be eligible for a refund. In such a case Luc Crawford Design Inc. will email you for your decision on whether to ship the item back to you at your expense or be refunded with a 50% restocking fee and store credit.

Cancellation Request

If you would like to cancel an order that has not shipped from the manufacturer, simply contact our customer service at 613-722-0839.

Then we will submit a request to the manufacturer for cancellation. Shortly after, you will receive an email acknowledging your cancellation request followed by another email either confirming the cancellation or stating that we were unable to cancel. Please allow up to 72 hours for confirmation of cancellation.

Please be aware that some items may have already shipped from a manufacturer and be in route to the distributor for final shipment to you. In such a case, cancellation fees apply. Once an order has already shipped, it cannot be cancelled, rerouted or redirected.

Items on Backorder

If you are cancelling an order due to backorder, we recommend you first call our customer service department to verify the accuracy of the date before making your final decision. There are times when manufacturers have stated items as backordered, only to find that they have already shipped or are going out the next day. On the other hand, if the item is truly unavailable for an extended period, we sincerely apologize for the delay. Please understand that we work with a great many suppliers and are somewhat at their mercy to provide up-to-date stock availability information.

Please note that since a cancellation request is time sensitive, please do not email or leave voice messages regarding your intention as it may slow the process down. It is important that you get a hold of a customer service representative directly 613-722-0839.

Shipping

All items will be shipped via FedEx Ground.

Expedited Shipping Services may be available. Please check the expedited shipping box and we will contact you within 24 hours to discuss possible alternative delivery options. Luc Crawford Design Inc. will not be liable for expedited shipping charges due to delay in the lead time of an order. Expedited shipping services are offered only to speed up the Transit Time. We have no control over the in-house time of an order (time prior to shipment) and do not guarantee or promise delivery dates. Therefore, we request that our customers plan ahead and place timely orders that allow for both in-house and the transit time. Contact Customer Service to arrange for expedited shipping 613-722-0839.

Truck Freight - Large items

Larger items will ship via truck freight. Items shipped freight are delivered to curbside or driveway only and may incur an oversized item surcharge; for any additional delivery needs or questions, please contact our sales professionals at 613-722-0839. Truck freight orders require that someone is available to accept the delivery. Most carriers will contact you to set up a delivery time, usually a 2-4 hour appointment window during normal business hours.

If the carrier is unable to contact the customer, the customer will then be responsible for any storage fees, freight charges back to the manufacturer in addition to the original shipment expense.

About Estimated Shipping Times

At Luc Crawford Design Inc. we do our best to provide you with accurate shipping times for our products. These times are estimates only. You will receive an email within 24 to 48 hours after your order has been processed with approximate delivery times.

The "Ships In" time is provided to Luc Crawford Design Inc. by each manufacturer and is an estimate of the average number of business days it takes the manufacturer to process your order and ship the item from their warehouse. These shipping times are not a guarantee. If you have a time sensitive project we recommend that you call us at 613-722-0839 and arrange expedited shipping.

Luc Crawford Design Inc. is not liable for costs associated with shipment delays.

Privacy Policy

Luc Crawford Design Inc. is committed to respecting your privacy through the protection of your personal information. Our collection of personal information is limited to what is reasonable under the circumstances and your information will only be used for the purpose of selling and delivering our products to you.

Additional Terms

Luc Crawford Design Inc. reserves the right to limit quantities, refuse orders, and/or cancel orders in its discretion, including, without limitation, if Luc Crawford Design Inc. believes that customer conduct violates applicable law or is harmful to the interests of Luc Crawford Design Inc. or any third parties.