

Victorian Furniture Company, LLC.

Important Information

Please make sure to read and familiarize yourself with our products, policies, ordering and shipping procedures prior to making your purchase. If you have a question regarding any of this information or our products please do not hesitate to contact us, we are glad to assist you.

Construction

We offer the same types of distinctive and authentic designs that were produced in the Victorian, French Provincial, Venetian, Italian, Louis XV, and Louis XVI eras. All pieces are scaled, proportioned, and finished to blend with today's interiors. Sound construction in skilled craftsmanship along with a wide selection of finishes and fabrics allow you to create an exciting decor.

The unique items that we sell are made using the "RIM" (Resin-Injected-Molding) process, which combines wood, metal and "furniture grade resin" to produce an elegant piece of furniture made in the hand-carved style of relief and undercut. Carving for the master moulds were actually done in Italy by hand, using age-old skill and artistry. You will be amazed at the intricacy of the carving design styles used on this furniture. The "RIM" method was developed with the assistance of a team of North American, Italian and French advisers who offered their technical support and advice. This process results in a strong durable piece of furniture that is manufactured using this modern system of fabrication to reproduce these elegant furniture designs. All items have a distressed antiqued appearance that will vary from piece to piece. This may appear to be defects or flaws, however this is not the case. All dimensions are overall, approximate, and can vary as much as an inch. All items presented in this catalog, unless otherwise noted, are manufactured to meet our specifications and are imported from Mexico.

Many of our tables feature cultured marble tops, a man made product. No two cultured marble tops are alike and as in real marble has small imperfections. Cultured marble is off white with beige veining.

Fabrics, Bonded Leathers and Finishes

We have made every effort to accurately represent the colors in the fabrics and finishes shown, however due to printing the colors may vary. These fabric and finish pages are to be used as a guide to help you make a selection. Please contact us to arrange for free fabric samples to be sent to you. The fabric and finish color on the final product may vary from these samples. The finishes are hand mixed daily and fabric runs vary from one to the next due to fluctuations in the die lots. If you have any questions regarding this, please feel free to contact us.

PLEASE NOTE: Fabrics and bonded leathers are subject to cancellation at any time without notice. It is always good to have a backup fabric selected in the event this happens. Fabric colors vary from piece to piece as die lots change from one fabric run to the next. Upholstered items are priced in standard fabrics. See page 33 for up charges on Premium 1 and 2 fabrics.

Limited Warranty

Victorian Furniture Company, LLC. guarantees all the furniture shown in this catalog and on our web site, www.victorianfurnitureco.com, against defects in workmanship for one year from date of receipt. This does not include use in commercial applications or items that have been abused by the consumer. Any warranty claims must be made in writing with pictures of any defect. The manufacturer warrants the frame of the furniture for a period of five years from date of receipt to the original purchaser/owner and is not transferable. A copy the manufacturers limited warranty will be sent upon request.

Continued on next page...

Choose your finish and fabric on pages 32 though 36.

Page 37

Ordering Procedure

**We are currently not accepting orders from foreign countries.
Please refer to pages 38 & 39 under Shipping Methods.**

1. To place an order please complete the **Order Form** (enclosed with a purchased catalog or found on our site under DOWNLOADS /scroll to the bottom of this online page print it and fill out) and mail to Victorian Furniture Company, LLC, P.O. Box 241473, Montgomery, AL 36124 or Fax to 334-478-3365 (24/7) or you can call us at 1-877-356-6065 M-F 8-5 Central Time to place the order*. You may also order online group priced items and some individual items found in our store. Please see our catalog, under DOWNLOADS, for individual prices on everything, except living room table sets. Please call us for these individual table prices.

***Please note: We require a signature for all credit/debit card orders. If purchased by phone we will mail you an authorization form for you to sign and return to us in a provided postage paid envelope or it can be faxed to us (334-478-3365). This will not delay your order, but we must have the signed form on file before we ship the order. If you have any question concerning this requirement please contact us.**

2. Upon receipt of order, Victorian Furniture Company, LLC. will email a confirmation of your order (if ordered online) and mail you an acknowledgement of your order.

3. Payment is due, in full, at the time of order either by check or credit card (Visa, MasterCard, Discover and American Express).

4. Once the payment is processed your order will be put into production. Cancellations or changes in your order will not be accepted after the order has been placed in production for more than 3 business days after the Invoice date of the order. Please allow 8-12 weeks or as soon as possible for production.

Return Policy

All items are custom made for you according to your order. No item may be returned unless the item is defective, damaged, or an error on our behalf. We will not refund money on an item for any of the above reasons. We will repair or replace the item. Items may be returned for inspection, repair or replacement at our option. Damaged items may be returned only upon approval of the shipping company (carrier). Defective items may be returned upon approval of Victorian Furniture Company, LLC. We will issue a return merchandise number (RMN) for a defective item.

Order Cancellations

All prices and specifications are subject to change without prior notice. Every effort has been made to provide accurate information in our catalog and on our website, however mistakes can be made. We reserve the right to make any corrections as needed. If you find an error or have a technical question concerning our catalog or website, please contact us. Sorry no cancellations after three business days of the Invoice date of the order. Once the payment is processed your order will be put into production. Please allow 8-12 weeks or as soon as possible for production.

Important: Any order that is cancelled after it is processed will be charged a 5 percent cancellation fee of the total amount of the order.

Shipping Methods

We only ship to the contiguous 48 states by the White Glove method. Smaller items, such as lamps or pedestals, can be shipped by UPS Ground. You will be notified prior to shipping from the factory. After your order is shipped the carrier will contact you to inform you of the delivery date and time window for the delivery. They do not just show up. Please contact us if you have any questions or want a shipping quote.

Please note: Occasionally customer's shipments may fall under Limited Access* circumstances which are charged additional fees for such deliveries. If your order does please inform us before our quoting you truck freight shipping and handling charges.

*The term of 'Limited Access' includes, but is not limited to the following: Camp, Carnival, Chautauqua, Church, Mosque, Synagogue, Temple, College, School, University, Construction, Fair, Individual Mini Storage Unit, Mine Site, Prison and also applies for military bases, unless the quote is based on a government tender.

Continued on next page...

WHITE GLOVE: White Glove is only available for the 48 contiguous states. This method has very special handling and has the longest transit time. It is a very safe and very reliable method of delivery. Once your furniture is prepared for transportation your order is booked and taken to the delivering Carrier's terminal, which may take 5 to 10 working days. Once received by the Carrier your order is then scheduled for delivery to you. It will then take about 7-21 working days for delivery depending on where you live. When the furniture arrives at your residence the delivery personnel unwrap and carry the items into your home and place in an empty area. Please note the drivers are not expected to rearrange rooms, remove/transport existing furniture, hang mirrors on the wall due to liability for wall damage or assemble Floor Clocks. All bedroom and dining room items will be assembled.

Important: There are additional charges for upstairs delivery (**more than 2 flights**) or if a freight elevator is required. Please advise if this is your case. If the delivery truck does not have a front or side of residence access there may be additional charges for extended distance carrying over 50 feet.

Occasionally carriers charge accessorial fees due to circumstances which are beyond our control or our prior knowledge (attempted or redelivery, shuttle/ferry charges, toll bridges, storage, etc.) and other unknowns by us that may occur in shipping. Any accessorial fees are to be paid by the customer.

The delivery agents deliver during weekdays on their delivery schedules. There are additional charges for specific days and/or times. Please contact us if you are in doubt or have a question.

Shipping & Inspection Procedures

When your order is ready we will contact you for your permission to arrange shipment. Once your order is shipped we will contact you with the shipping company's (carrier) phone number and shipment information. This will allow you to contact the carrier directly. The carrier will also contact you and setup a day for delivery. It is most important that you inspect all merchandise for damages and loss. Responsibility of the safe delivery of the merchandise is assumed by the carrier upon acceptance of the shipment.

Claims for loss or damage sustained in transit must be presented to the carrier as follows:

Loss or Damage

First, let us define loss. Loss means simply an item is missing from a shipment. Damage is defined as an item that has had breakage. Minor nicks or scratches that may have occurred in the normal handling of furniture are the responsibility of the delivery personnel and their company. Any scratches, nicks, damages, or loss must be noted on the freight bill and must be signed by the carrier's agent (the driver) as this is their liability. Failure to adequately describe any exception to the shipment may result in the carrier refusing to honor any claim. Victorian Furniture Company must also be contacted within 3 business days of delivery concerning any needed touch-up, damages or loss by the carrier. Delay in contacting us will result in our refusal to assist in any claims by the customer. After following the above procedures we will assist in your filing a claim with the carrier, if necessary. Damaged items may only be returned with prior approval from the carrier and Victorian Furniture Company.

Do not refuse a shipment, in whole or part, because of damage.

Follow procedures as outlined above. Do not destroy or dispose of any of the packaging materials until we tell you to do so. Failure to do so can result in a claim not being honored.

California Fire Codes

All upholstery items that we sell are made following the California Fire Codes. We state on each upholstered piece:

"THIS ARTICLE MEETS THE FLAMMABILITY REQUIREMENTS OF CALIFORNIA BUREAU OF HOME FURNISHINGS TECHNICAL BULLETIN 117 CARE SHOULD BE EXERCISED NEAR OPEN FLAME OR WITH BURNING CIGARETTES."

Should you have any questions regarding the manufacturing of our products, please do not hesitate to contact us.