

Stratton Creek Wood Works, LLC

5915 Burnett East Road
Kinsman, Ohio 44428
kmlawman@strattoncreek.com
P: 330-876-0005
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Dovetailed Drawer Box Order Policies

Ordering

Orders can be placed via email to kmlawman@strattoncreek.com or fax **330-876-0032**. An order form is available on our website www.strattoncreek.com

Approval

Order specifications and pricing will be quoted via email or fax. To avoid errors, orders will not be placed into production until specifications are reviewed and approved by our client. Approval can be provided via email or fax.

Lead Time

The estimated SHIP date of orders will be provided in our quote. Standard shipment lead time for maple drawer boxes is 2 weeks (14 calendar days) from date of order approval. Standard shipment lead time for other wood species is 3 weeks (21 calendar days) from date of order approval.

Expedite

If orders require a shortened lead time, a 25% up-charge will be added to the total.

Shipping

All shipments are FOB and shipped via the most cost effective and safe way. UPS is our primary shipping provider. Common Carriers will be utilized for larger orders if deemed more cost effective for our client.

Receipt

All shipments should be inspected for **accuracy** and **damage UPON ARRIVAL**.

Stratton Creek Wood Works is not responsible for shipments that are not signed for as damaged upon arrival. If damaged:

- Tell your UPS driver that you are accepting shipment, but that it is damaged
- Take pictures of the damaged outside box, the damaged drawer box and the UPS label
- Contact Stratton Creek immediately to enable the claims process

Although we strive for 100% accuracy and quality, if errors are made we will re-build and ship replacements immediately at no charge. If inaccurately built:

- Contact Stratton Creek immediately to enable the re-build process