

Custom Products and Special Finishes Ordering Conditions and Sign Off Form

Last updated: 09.11.2023



When ordering custom products and special finishes, the following conditions apply:

1. Special finishes are a special order and are not returnable
2. Custom product alterations are a special order and are not returnable

This important information needs to be understood by the end user prior to the order being placed with Faucet Strommen.

Organic Finishes

- Organic finishes supplied from factory may have tonality differences between components
- Organic finishes will develop a patina over time
- Organic finish means it will tarnish, wear and oxidize over time
- Refer to the Faucet Strommen website for further details

Lead Times

It is extremely important to understand the lead-time when ordering custom or special finish products. Custom products and special finishes are handmade products unique to each customer. Therefore, you should be advised that although Faucet Strommen state the expected delivery date on the "Order Acknowledgement" sent to the store, trades should not be booked in until the products have arrived into store.

Whilst we make every effort to supply on the date specified, at times some products may be delayed.

Merchant name _____ Suburb _____

Merchant order/ quote number _____ Contact name _____

Customer name _____ Customer signature _____

The signing of this document confirms you understand and agree with the above information and conditions