

GENERAL INFORMATION

DFA intends to give you quality, service and fast delivery with the most competitive price possible. We know that when you are fully satisfied, we are satisfied. Nevertheless, any defect that may occur which is done on our part will be redone at no charge.

Pricing

All prices provided on our quotation form are good for a period of 6 months unless specified otherwise. Prices on our website are subject to change without prior notice. Depending on the destination of the packages sent from our facilities, sales taxes, duties and import taxes may apply.

Production Time

Pre-production sample ships 4-7 business days after art approval depending on the complexity and number of casts required (cast acrylic). Photo-sample requires the same production time. Full order normally ships in 5-12 business days depending on the complexity and number of casts required (cast acrylic) but also depending on the quantity of units ordered. For order over 100 units please contact your DFA representative to get more accurate production times.

Rush Orders

Any order not respecting normal production time is subject to extra charges. Please check with your DFA representative to see if it affects normal pricing. On rush orders if specific production times have been requested by customer and for any production reason cannot be met, additional shipping fees will be at customer's expense and rush extra fees will be cancelled.

Inventory

Unfortunately we are not responsible if any item we normally carry in stock is not available. We do make every effort to keep all products in stock. For crystal items, granite, pewters, vials, drops and globes please verify availability with your DFA representative before processing an order.

Cancellation/ Order Changes

Cancellations or order changes are subject to all material and labor costs already involved. All order cancellation and order changes must be received in writing. Because of our normal short production time, an order can already be into production after less than 1 hour after reception of purchase order. Changes may change production time.

Because most pieces we make are custom made, no orders can be canceled after shipping based on the fact that the piece does not look as imagined if the piece received is accurate with the provided production layout.

Custom Shapes

Design Franc Art inc. is the leader in designing and manufacturing custom recognition awards, trophies, desktop items or embedment. Because of the nature of these (custom made) and the fact pieces cannot be restocked orders cannot be cancelled. Please verify the Cancellation/ Order Changes section for more information.

Embedment Risks

Design Franc Art inc. will not be held responsible for any customer supplied items damaged during the embedding process and the piece cost will be at customer's expense. Any items to be embedded which is supplied by the customer must be tested prior to production and does not guarantee success for the full order. At least 7% more than ordered quantity should be supplied in case of damage or defect. Dimensions on acrylic will vary slightly due to shrinkage and the fact that each and every piece is handmade. Such minor variations are not considered defects and are not covered.

Materials and colors

Due to chemicals and physics involved during the embedment process, variations in the acrylic and embedment color may differ from the actual requested color even if we diligently try to match it to perfection.

Variation in natural stone color, grain, veining and texture does occur and cannot be considered as defect. Variation in natural wood color, grain and texture does occur and cannot be considered as defect.

Packaging

Packaging of custom items to make sure it gets delivered intact is sometimes challenging and all packaging is done to be the best of our knowledge and experience. If specific packaging is requested from a customer for any reason (aesthetic or else) the shipment content will be at its own risk.

All customer's supplied items to be placed on or assembled to a manufactured piece are at customer's risk for breakage of the supplied item or the breakage in the assembly during the manufacture and shipping process. Standard packaging of small items will be in a white soft gift box and larger items will be in white corrugated gift box. All items will come in a plastic bag with rubber or felt feet for desk items. Looking for a more sophisticated packaging option, please contact your DFA representative.

Customer supplied items

All customer's supplied items, to be decorated, painted, mounted to another item, embedded, etc..., is at customer's risk. Extra piece(s) should always be provided when the pieces are fragile. If requested, all repairs to the supplied items will be at customer's expense. We can assure you that DFA will always do its best not damage your item as our goal is always your satisfaction.

All customer's supplied items to be placed on or assembled to a manufactured piece are at customer's risk for breakage of the supplied item or the breakage in the assembly during the manufacture and shipping process.

Shipping

Orders are shipped F.O.B our factory located in St-Martin, QC (Canada) or our Maine warehouse for US destinations. Orders will be shipped via UPS or FedEx. Drop shipments are available at a price of 3\$ net per destination. Also boxing fees of 2\$ net per carton will be charged when a transporter account number is provided.

Complete shipping information must be provided at least 24 hours prior to scheduled ship date. Management & handling fees may apply if not provided on time and may also delay shipment.

International Shipments

All orders shipping overseas will be done using FedEx and are FOB St-Martin, QC (Canada) unless specified otherwise (however we will ONLY use FedEx or UPS for parcel shipments). Any chargebacks, duties or taxes may be billed to the customer up to 90 days or more after shipment. For international shipments, full recipient contact information must be provided (including phone number).

Payment Terms

All new customers will be asked for full payment at the reception of the purchase order. Payment can be done by company check, or by credit card (Visa and MasterCard for US customers only). Credit application form is available from our credit department for the next orders. After credit approval, the term is Net 30 days.

Copyright/Trademarks

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Guarantee/Returns

Defects in materials and workmanship will be corrected without charge. No returns are accepted without prior permission from a DFA representative. All claims must be made within 10 business days after reception of package.

Disclaimer

Dimensions and descriptions provided on our website, in social medias or in our catalogues and portfolios are approximate, and photos may slightly differ from the actual piece.

Terms & Conditions of this general information document may change without any prior notice.

