



Terms & Conditions

To ensure a clear and seamless process, these terms outline expectations for custom orders, pricing, timelines, and payments, protecting both parties.

Custom Orders & Returns Policy:

All orders, including custom pieces such as furniture, finishes, flooring, and window coverings are made specifically for your project and cannot be canceled or returned.

However, if an issue arises—such as receiving the wrong item or a manufacturing defect—we will work closely with our vendors to resolve it as quickly as possible.

Pricing & Discounts:

Final pricing is based on approved selections, market rates, and site measurements and may change without notice. Discounts are based on the quoted quantities and may also change without prior notice.

Installation Costs:

Installation costs are not included unless specified, as they vary by contractor rates and project needs. Custom installations may require additional labor or equipment. We coordinate with trusted contractors for accurate quotes.



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A formal agreement containing all of our terms and conditions will be provided for your signature, ensuring mutual understanding and a smooth start to your project.

Unforeseen Issues:

Home improvement projects may reveal concealed issues that are not immediately apparent. These issues could result in additional charges and potential timeline delays.

Stock & Scheduling

Stock availability and schedules are subject to change daily. A firm installation date cannot be scheduled until the materials have been received and confirmed by our warehouse.

Payments:

Orders are placed once full payment is received unless otherwise stated. If a deposit is accepted, the remaining balance is due upon receipt of materials at our delivery address, not after the installation date. We reserve the right to hold items until full payment is received.

Approval & Agreement:

Your payment signifies your approval of the listed items on the estimate and your understanding and acceptance of the terms and conditions outlined here. We appreciate your trust in Design Incline and look forward to transforming your home!
