



We take pride in every piece we make and are here to assure you that our products are a great investment and a beautiful addition to your space! We are always available to address any questions or concerns you may have that are not listed below.

Production & Materials

Sitskie Furniture is handmade in Los Angeles with heirloom quality standards. Our standard material is US Sourced Walnut and Oak. We use a natural product and therefore wood grain will vary among pieces. This means that each Sitskie product is unique and has it's own character. The pieces will however, always be the exact dimensions shown.

Our cushions are made from US produced foam and covered with removable and washable casings. Our strapping is made of highly rugged natural flax. We strive for zero-waste manufacturing practices (i.e. our blocks are repurposed trim pieces).

Cleaning & Care

Blocks can simply be wiped down with a damp cloth. Cushion covers are removable and 100% machine washable. Machine wash cold and air dry to prevent shrinkage.

Shipping & Lead Time

Standard lead time is 6-8 weeks and may vary depending on the size and scope of the order. At the time of purchase a lead time is given. The lead time begins at the point at which the deposit is received.

Products can be delivered locally or shipped internationally. Depending on location, we will provide specific shipping quotes as prices will vary.

Shipping costs include:

Packing and crating of furniture, insurance, curbside or white glove delivery: Two man, inside delivery to room of choice, unpacking and debris removal.



Payment

50% of payment is due at time of order, remaining 50% is due prior to delivery. Sitskie accepts payment in the form of cash, check, PayPal, or credit card (Visa & Mastercard).

Upon completion, the piece(s) will not be delivered until the balance has been paid in full. The balance must be paid within a week of notification, even if you are not prepared to take delivery. We're happy to hold the piece(s) for up to a month free of charge. Afterward you are subject to possible storage fees.

Damaged merchandise must be reported in writing and documented with pictures upon delivery.

Warranty

Each Sitskie piece is made to order. This means that we cannot accept cancellations outside of 48 hours. After 48 hours, cancellation is subject to approval. We start purchasing materials immediately, and therefore may not be able to offer full refunds after 48 hours. After the 48 hour period, you have agreed to commission the piece(s) and are obligated to pay the balance upon completion.

Changes to an order can be made within 48 hours of deposit. Any change to the piece may result in a price change.

We offer a two-year warranty against manufacturing defects. We have a commitment to our craftsmanship and to our customers. We will never send off a piece that does not meet our standards.

These terms & conditions are subject to change. Any changes made go into effect when they are updated on our website.