

TERMS AND CONDITIONS OF SALE

CANCELLATIONS

No cancellations will be accepted after an order has been put into production. No cancellations will be accepted on custom orders after receipt of deposit.

CARE INSTRUCTIONS

PATINATION ON METALS

Patination by oxidation is an organic process and the finish on an item can be affected adversely by the use of household cleaners or over zealous rubbing of the surface. Please note that environmental conditions can have a dramatic effect on the stability of surface finishes. Industrial pollution, high humidity, sea air and acidic rain may well cause a finish to deteriorate prematurely. Some patinations are not suitable for outdoor conditions and advice should be sought before requesting a finish on an item for outdoor use.

Most Cox London patinations and painted finishes are sealed with a light wax and we recommend only to be cleaned by wiping with a soft cloth or duster. Finishes will age naturally and overtime however if required can be cleaned lightly with the use of a soft cloth and good quality, non-perfumed wax polish.

Dry patination finishes should not be cleaned with wax-polish or any other abrasive cleaner. If an item is in a heavy use area where handling is regular, patination will naturally rub back lighter. Dry patination will be affected by natural oils in the skin and will darken accordingly. Cleaning with a soft cloth is our only recommendation for a dry patina.

Lightly patinated brass or bronze should only be wiped with a soft cloth avoiding heavy pressure on the surface.

GILDED AND PLATED AND LACQUERED FINISHES

The use of non-perfumed wax polish is not recommended on lacquered surfaces.

Our gilded finishes are sealed with a light wax and can be cleaned lightly with a soft cloth or duster.

Antiqued Plated finishes may have been sealed with wax or lacquer and should be cleaned only with a non abrasive, soft cloth.

Silver plating which has not been antiqued may be cleaned with a specially impregnated silver polishing cloth or silver polish to remove natural tarnishing.

Nickel Plate can be cleaned with the occasional use of a chrome cleaner followed by a wipe with a cloth impregnated with a light oil.

HAND PAINTED FINISHES

The use of non-perfumed wax polish is not recommended on hand painted surfaces. Our painted finishes are sealed with a light wax and can be cleaned lightly with a soft cloth or duster.

BULBS AND LAMP FITTINGS

All Cox London lighting is continuity and PAT tested at the time of manufacture. Domestic lighting can be lit with SES, ES and bayonet lamps depending on the individual product. Items that have been wired with an imitation French Candle should only be lit with 25w or lower. All bulbs should only be changed when the lamp fitting is switched off. Screw in bulbs should be firmly screwed into the fitting before switching back on or shorting may occur.

We are always available to offer further advice on the care of your product. Please contact us should you have any questions.

CUSTOM

We welcome the opportunity to customize our designs to fit your specific needs. We have the ability to customize the size of most pieces, metal and finishes. Some notes when quoting custom:

SIZE CHANGES

- ▶ Changing size may require creating a new casting mold. Please be advised that custom upcharges can be substantial.
- ▶ If an item is curved, changing the size can be dependent on the arc of the curve and your desired length or height.

FINISH CHANGES

- ▶ We have provided a wide range of finish options. The finishes are specific to the metal type (brass, bronze, iron, glass, etc.)
- ▶ We do have the ability to create additional custom finishes for an upcharge ranging between 10-20%.

DIMENSION VARIATION

- ▶ Even though made in metal, the handmade nature of our product means that every piece will be unique and special. Our published dimensions are approximate and may be slightly different than the finished product metal type (brass, bronze, iron, glass, etc.).

WALL SCONCES

- ▶ Wall sconces fabricated are for hardwire, please inquire if independent switch on the sconce is required.
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PRICING

The net prices listed are subject to change without prior notice. All prices shown are at DESIGNER NET, unless otherwise noted.

RETURNS

No returns will be accepted for orders without prior written approval.

RESTOCKING FEE

A 25% restocking fee will be applied where applicable and approved by Rose Tarlow Melrose House. The restocking fee is non-inclusive of freight costs. Freight costs are additional.

SHIPPING INFORMATION

FOB

All Cox London product is FOB London, England. This means that once your product leaves the factory, it becomes the responsibility of the client.

FREIGHT CLAIMS

Claims, concealed or otherwise, for damage or shortage must be filed directly with the freight carrier by the consignee. Rose Tarlow Melrose House is not responsible for any damage or shortage incurred after the freight carrier has taken possession of the order. All pieces must be inspected immediately upon receipt, and any freight claim must be filled out at that time - including deliveries to a third party receiver.

FREIGHT

All orders are cartoned or crated and shipped common carrier. It is advised that a professional receiving company be retained and specified as the "SHIP TO" in order to avoid any problems that could arise with "inside" or "home" deliveries.

PRE-PAID FREIGHT

It is our pleasure to offer the Rose Tarlow Melrose House "Pre-Paid Freight" program. This program allows you to have freight quoted and paid directly to Rose Tarlow Melrose House. We then assist with making the necessary shipping arrangements with freight carriers. Please note, Rose Tarlow Melrose House is not a shipping company, but we will enlist the services of a 3rd party freight company. Rose Tarlow Melrose House cannot be held responsible for issues nor delays in transit. However, should any issues arise, such as freight damage or shortage, we will assist in the process to resolve these issues. We cannot guarantee delivery days or times. Shipping coordination is for delivery to a receiving warehouse only.

Shipping companies regularly change pricing due to fluctuations in fuel prices. Consequently, we do not publish our pre-paid freight pricing. Please contact your sales representative for pricing.