

## 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 INSTRUCTION

#### STANDARD WOOD AND CHINOISERIE FINISHES:

1. Clean with a soft cloth, always with the wood grain direction.
2. Periodically wax with a good paste wax i.e. Kanaba paste wax (once every 6 months or more).
3. Clean any spills immediately.
4. Do not use "Windex", "Murphy Soap Oil", or other ammonia based products on finish or on rags used to clean pieces.
5. If "Pledge" or other products are used, never apply directly to table. Apply to rag, and then to table.

#### GILDED FINISHES:

1. Do not use water or chemicals to clean. Dust with soft cloth.

#### TWIG IRON FURNITURE:

1. Periodically maintain the pieces with a paste wax such as Kanaba clear paste wax. Clean pieces with steel wool (lightly, and do not sand thru finish) to remove any existing rust. Apply wax, let dry approx. 1 hour and buff off excessive wax lightly, or follow directions per product. Make sure to apply wax in crevices and joints of straps.
2. Store furniture indoors during extreme weather conditions, and to prevent excessive exposure to water.
3. If finish has been compromised (i.e. chips through the finish down to the metal) touch up to prevent rusting. Clean area with steel wool, then apply primer touch up. Let dry 5 hours, then apply top coat touch up.
4. If refinishing is required, use a red oxidized metal primer, then apply a marine base varnish (satin finish).

### CAD

A. CAD Drawings for Approval (DFA) may be requested on custom items.

- i. With PO and Deposit: No Charge.
- ii. Prior to PO and Deposit: \$450/net.
- iii. One revision is included with every drawing. Each additional revision is \$100/net.

B. CAD drawings for approval are only included if a meaningful change is made to the item. RTMH reserves the right to decline a DFA request if it is deemed unnecessary to manufacture the piece.

### 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, wood species, metal and finishes. Some notes when quoting custom:

#### SIZE CHANGES

- Changing size on a non-carved, straight item will usually be possible for a slight upcharge.
- If an item is carved we are happy to customize the size. This will require the carving to be custom carved, by hand, which will include a more substantial up-charge.
- 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

- Customizing finish colors is our specialty. Send us a finish to match, or work within our color range to achieve your exact specification.
- Most items in a painted or leafed finish are made of Alder wood. Changing to a wood such as walnut or mahogany will substantially increase the price.
- Finish color and sheen can vary greatly based on the specific wood selection and grain of the wood of the piece on which the finish is being applied.

#### WOOD SPECIES

- Select from Mahogany, Walnut, Oak, Cherry, Maple, Alder, or most other woods available in the market place today.

- Availability and price will depend on the design of the piece, and availability of certain wood species.
- Wood stain color and appearance will vary on pieces where wood species is different than the standard.

## CUSHIONS AND PILLOWS

### SEAT CUSHIONS

- 50/50 White Goose Down- Foam core wrapped with mixture of 50% feathers and 50% down.
- Firmer and softer cushion options available for no charge.

### BACK CUSHIONS:

- 50/50 White Goose Down- 50% feathers and 50% down fill.
- Firmer and softer options available at no charge.

### ADDITIONAL THROW PILLOW TREATMENTS +\$75

- Boxed Border
- Flat Flange 1 1/4" to 2" wide for shams
- Turkish Corners
- Mitre

### CUSHION & PILLOW PRICES

Model	Dimensions	COM	TRIM	Net Price
PIL-18	18"x18"	1 yard ea	2.5 - 3 yards ea	\$300
PIL-20	20"x20"	1 yard ea	2.5 - 3 yards ea	\$300
PIL-21	21"x21"	1 yard ea	2.5 - 3 yards ea	\$300
PIL-22	22"x22"	1 yard ea	2.5 - 3 yards ea	\$380
PIL-24	24"x24"	2 yards ea	2.5 - 3 yards ea	\$400
PIL-26	26"x26"	2 yards ea	2.5 - 3 yards ea	\$500
KID-PIL-SM	16"x8"	1 yard ea	2 yards ea	\$200
KID-PIL-Med	20"x11"	1 yard ea	2 yards ea	\$250
PIL-CUS	18"x15"	1 yard ea	2.5 - 3 yards ea	\$300
PIL-CUS	20"x20"	1 yard ea	2.5 - 3 yards ea	\$450

*Standard: choose from knife edge, self-cord, self flat welt or COT (please specify). Please Note: Flat self-welt requires additional 1/2 yard COM. 50/50 White Goose Down.*

## DIMENSIONS

Dimensions on upholstery and casegoods are taken to the widest, deepest, or tallest points. Some industry standards to note:

- **Arm Height:** Measurement from the floor to the center point of the arm.
- **Overall Height:** the tallest measurement from the floor to the top of the piece. Note that on upholstery, this can mean to the top of the back cushion, not the top of the frame.
- **Overall Width:** the widest measurement from side to side. Note that sometimes a curved leg can go wider than the side of a piece, impacting the overall width of the piece.
- **Seat Height:** measurement from the floor to the tallest point on the crown of the cushion. Typically the crown will be 1.5"-2.5" higher than the top welt/seam on the seat cushion.
- Please advise if you have "hold to" dimensions, otherwise we allow 1/2" to 1" variation in size.
- **Arm Height:** Measurement from the floor to the center point of the arm.
- Designer is responsible for making sure piece will fit in space and through all access points (elevator, narrow hall, etc.).

## DIMENSION VARIATION

Because of variation in fabric thickness and "Bench Made" techniques used to manufacture Rose Tarlow Melrose House products, there may be some variations from the dimensions listed. For example, widths, depths, overall heights, and arm heights can vary 1-2 inches.

## FABRIC

### COM FABRIC CHART

Fabric Width Repeat	Plain Fabric	2-14" Repeat	15-19" Repeat	20-27" Repeat	28-36" Repeat	37-45"
54"	0%	10%	15%	20%	25%	30%
50-52"	10%	20%	25%	30%	25%	40%
48"	15%	25%	30%	35%	40%	45%
45"	20%	30%	35%	40%	45%	50%
36"	50%	60%	65%	70%	75%	80%

Note: These numbers are an estimate only. Rose Tarlow Melrose House is not responsible for purchasing additional yardage if required. All fabric patterns are cut to match vertically and horizontally. You must add both vertical and horizontal repeats. Example: 10" vertical + 8" horizontal = 18" repeat. If large scale repeat, "cut into" repeats may increase yardage required.

Note: Your order must be accompanied by a COM/COT/COL identification form. This form should have a sample of the fabric attached.

### SHIP COM TO:

Rose Tarlow Melrose House  
13051 Saticoy St.  
North Hollywood, CA 91605

### RETURN OF UNUSED COM:

Purchaser must specify within original written order to have any unused COM returned (to be enclosed with the actual shipment of furniture). Rose Tarlow Melrose House will charge \$50.00 for the return of any unused COM separate from the furniture shipment. Any remaining COM will be held for 60 days after the item has shipped, after which it will be donated to a local design school or charity organization.

### BACKING INFORMATION

Rose Tarlow Melrose House will offer knit backing as a service to clients requesting backing on the fabrics. Rose Tarlow Melrose House takes no responsibility for any changes that might occur to the fabric as a result of any treatment listed below. Prices are as follows:

SERVICE	COST/YD	MIN. CHARGE
KNIT BACKING	\$12 (>11 YDS)	\$125
EXPRESS KNIT BACKING (72 HR)	\$14 (>13 YDS)	\$175
PAPER BACKING	\$10 (>15 YDS)	\$150
PELLON BACKING	\$10 (>15 YDS)	\$150
ACRYLIC BACKING	\$10 (>15 YDS)	\$150
NANO-TEX*	PLEASE INQUIRE	
FLAME TREATMENT	PLEASE INQUIRE	

## FABRIC BACKING REQUIREMENTS

- Fabrics that require backing include:
  - All Chenille fabric with any pile on the reverse side requires knit backing to prevent stretching and to stop the cushion fabric from rolling on the cushion.
  - Taffetas and silk fabrics require knit backing to prevent upholstery tacks and sewing needles from causing runs in the fabric. The backing process can cause stripes to become askew.
  - All loosely woven fabrics require backing to prevent padding from working through the fabric.
  - Fabrics with high level of stretch
  - Sheer fabrics (may not be suitable even with backing)
  - Linen
  - If you are unsure if your fabric will require backing, please send a memo to the RTMH customer experience team and we will be happy to offer guidance.
  - Note: Fabric backing process results in loss of 1 yard, on average, of usable fabric.
- Nano-Text
  - Please double your freight charges on all orders requiring Nano-Text.
  - Please allow 2 ½ weeks for treatment and shipping.
  - Please contact customer service to ensure that your textile is appropriate for Nano-Text.
  - Please note that Nano-Text treatment can change the color of the textile on which it is applied. Rose Tarlow Melrose House is not responsible for any such changes.
- Quilting
  - Approximately \$25 per yard, depending on pattern
  - 15% additional COM is required for quilted yardage
  - The upholsterer will determine where to apply "thin quilting" (skirts, outside backs) and which cuts to "heavy quilt." (Seat, inside backs)
  - Please add an additional 3-4 weeks to lead-time

## FINISH PRICING

### CUSTOM FINISHES

- Rose Tarlow Melrose House can customize your finish or create a finish for you.

### SAMPLE FOR APPROVAL (SFA)

- We do not provide SFAs for Quick Ship or stock items and they are only provided upon receipt of order.
- If a finish sample is requested for a standard finish, we will supply it to you for review, but it must be returned prior to the commencement of the finishing process for your piece(s).
- If a custom SFA is requested at time of order, please allow 3-4 weeks lead time.
- There will be a \$200 charge for all custom SFAs, \$500 charge for chinoiserie.
- NOTE: Sample is the property of Rose Tarlow Melrose House - the finish process will not begin until sample is returned.

## LEATHER/VINYL

### LEATHER SIZE

Full hide: 18 square feet = 1 yard of 54" plain

Embossed hide: 30 square feet = 1 yard of 54" plain fabric

### LEATHER /VINYL/ULTRASUEDE NOTES

- Breather panels on backs of seat and back cushions are standard. Cushions are not reversible with breathers.
- Please note that leather may make a seat sit firmer.

### LEATHER/VINYL UPCHARGES

All Leather . . . . .	10%
All Leather on Tufted Piece . . . . .	20%
Ultrasuede. . . . .	10%
Vinyl . . . . .	10%
Vinyl on Tufted Piece . . . . .	15%

Leather upcharge is waived when Rose Tarlow Melrose House leather is specified.

## NAIL TRIM

Unless otherwise specified on item.

Note: Please contact RTMH to confirm if you question if nail trim can be applied to a specific item.

	Base Only	All Over
Sofa/Loveseat . . . . .	\$300 . . . . .	\$450
Chair. . . . .	\$200 . . . . .	\$300
Ottoman . . . . .	\$125 . . . . .	N/A

## ORDER REQUIREMENTS

Order entry of your item will not begin until the following requirements are met:

- Completed and accurate written order (including ship-to address)
- 50% deposit
- Completed COM/COL/COT ticket for upholstery orders
- Any requested finish samples are returned to RTMH

Final production for upholstery will begin when COM/ COL/COT is received, inspected, and backed when necessary.

Production for casegoods will begin when the following requirements are met:

- Drawing for Approval (DFA) - CAD drawing for custom
- Sample For Approval (SFA) is approved

## PRICING

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

### RESTOCKING FEE

Where applicable & approved by Rose Tarlow Melrose House = 25%.

### RETURNS

No returns accepted without prior written approval.

## SELF-DECKING

Self-covered decks are standard on all Rose Tarlow

Melrose House upholstery, if sufficient COM is available. For leather upholstery, we recommend that the deck be in fabric. Rose Tarlow Melrose House will select a plain fabric close in color or coordinating with the color of the leather.

## SHIPPING INFORMATION

### FOB

All furniture is FOB North Hollywood, California. 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 or CRATED

All orders are packaged by shipper and shipped (crated or blanked wrapped). 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.

## SKIRT LENGTHS

All skirts finish floor length unless otherwise specified. Please note skirt length in photography, as many of our items “drape” onto the floor. Adjustable glides are available on most upholstered items.

NOTE: Standard floor length is considered 1/4” off wood floor. Drape is 1 1/4” drape on wood floor.

- Double Needle Detail . . . . .10% (In lieu of self welt)
- Flat Flange . . . . .10% (In lieu of self welt)
- Cord without Tab . . . . . \$5/yard to add sewing flange

## TIE-DOWN CLIPS

Almost all Rose Tarlow Melrose House upholstered cushions come standard with tie-down clips. This means that seat cushions cannot be flipped over. Please note if you would NOT like these on your upholstered piece.

## UPHOLSTERY- CUSTOM PRICING

Note: Please always inquire if custom upholstery treatments will impact the COM required for upholstery. Please confirm with customer service if the options listed below are applicable to the item under consideration.

- Full arm covers . . . . . \$250/pair  
(Requires 2 yrds COM)
- Add Swivel . . . . . +\$450
- Add Swivel Rocker . . . . . custom quote
- Upholstery in Muslin . . . . . \$15 per yard

## UPHOLSTERY- TRIM APPLICATION

- Bouillion Fringe . . . . . +5%
- Contrast Welt . . . . . N/C
- Contrast Rose Tarlow Melrose House Leather . . . . 5%  
(1 hide min, where hide = 50 sq/ft)
- Contrast COL Welt . . . . . 5%  
(Contact customer service for COL requirements)
- Cord w/Tab . . . . . N/C
- Tape on Skirt . . . . . 5%
- Applied COM Borders . . . 10% (COM applied to skirts)