

t a k t i l  
s t u d i o

TAKTILSTUDIO.COM

TERMS & CONDITIONS  
EFFECTIVE 1/1/2023

## taktīl studio GENERAL INFORMATION

**PRICING:** Prices shown are the net wholesale and are subject to change. taktīl studio reserves the right to discontinue any product without prior notice. taktīl studio orders are FOB Denver, CO. We suggest confirming pricing before submitting purchase order.

taktīl studio applies a cut yardage fee of \$35.00 to all orders under 10 yards.

**SALES SERVICES:** To place orders, request samples or other information, please contact [info@taktilstudio.com](mailto:info@taktilstudio.com)

taktīl studio  
1115 Acoma St #323  
Denver, CO 80204  
Tel. 310-900-9858

[info@taktilstudio.com](mailto:info@taktilstudio.com)

**TERMS OF SALE:** taktīl is 100% payment upon receipt of purchase order. Orders without full payment will not be placed.

taktīl studio accepts:           Credit Card / Visa, MasterCard, American Express  
Wire transfers / contact us for transfer info  
Checks / make payable to taktīl studio

**SHIPPING:** Shipping to PO boxes is not available. You will receive a shipping notification via email with tracking information when your order has shipped. Items ordered together may not arrive in the same shipment.

A minimum shipping fee of \$30.00 is applied to all orders.

For help or questions regarding your order please contact [info@taktilstudio.com](mailto:info@taktilstudio.com) with your order confirmation number.

**RETURNS:** Returns and exchanges are not accepted.

**CANCELLATIONS:** Goods are made to order. Cancellations are not accepted.

**CLAIMS:** All orders are carefully inspected before shipment for pattern, color, quality and yardage. However, we suggest that you supply your workroom

or manufacturer a cutting of the fabric you have ordered so the shipment can be verified for pattern, color and quality before it is cut. Upon receipt of fabric, please ensure your order is correct and undamaged. If something is wrong, please document with photos and notify us within one week of receipt. We will not be responsible for claims on material that has been cut and/or manufactured. Under no circumstances will we accept responsibility for labor charges.

If a return authorization is issued, the goods must be received in our warehouse no later than 10 days of that issue date for credit to be processed.

#### taktīl studio WARRANTY:

We warrant that all our fabrics (excluding Astrid, please see below) will perform in accordance with accepted industry standards and will perform satisfactorily according to generally accepted industry standards provided that:

- The fabric is used for the intended purpose as stated on the sample/product page.
- The fabric is installed according to instructions, when provided, or when no instructions are provided, industry standard practices take precedent.
- The fabric is properly maintained.
- The fabric is subjected to normal use during single shift operation

In the unlikely event that a fabric does not perform satisfactorily within the warranty period and conditions stated above, taktīl studio would replace the fabric or an equivalent fabric free of charge. Due to anticipated natural wear, taktīl studio makes a 10% reduction in the credited original invoiced price per yard. This starts from the shipment date of the fabric the complaint was made (i.e. 10% after one year, 20% after two years, etc.). In no event however will taktīl studio be responsible for labor charges or any claimed consequential damages. All warranty specifications are listed on taktīl studio website at [taktilstudio.com](http://taktilstudio.com).

This warranty does not cover:

- Improper installation
- Damages caused by mold or mildew
- Reverse crocking
- Improper use
- Improper maintenance
- Improper storage or handling

- Use of incompatible or unspecified adhesive, materials, tools, or equipment.
- Inadequacies and/or defects in building design or construction
- Damage due to external causes unrelated to taktıl studio product defect.
- User modification, including additional finishes applied after purchase.

This warranty is non-transferable and non-assignable.

#### FABRIC STOCK

Fabrics are stocked at our mills, lead times will vary depending on quantity.

#### MEMO SAMPLES

Memo samples of all our fabrics are available by visiting our website, calling our Denver office, or emailing us at [info@taktilstudio.com](mailto:info@taktilstudio.com). We offer ground delivery service at no charge. For expedited delivery we can take a FedEx or UPS account number. Memo samples represent the standard color but may not be the exact match to the inventory on hand. If an exact color match is required, a cutting for approval must be requested when an order is placed.

#### MINIMUM:

Minimum order is 1 yard with .5 yard increments thereafter.

#### FABRIC WIDTHS AND PATTERN REPEATS:

Fabric widths and pattern repeats may vary slightly. Those listed in the price list and on fabric samples are approximate only. To avoid shortages, allow for slight variations should be made when calculating your yardage requirements.

#### FABRIC FINISHES:

Fabric finishes can be added to most all products. Please inquire at [info@taktilstudio.com](mailto:info@taktilstudio.com) for more information.

#### MADE TO ORDER:

Goods are made to order. Cancellations are not accepted. Returns and exchanges are not accepted. All orders are carefully inspected upon receipt of goods. Please ensure your order is correct and undamaged. If something is wrong, please document with photos and notify us within one week of receipt.

If a return authorization is issued, the goods must be received in our warehouse no later than 10 days of that issue date for credit to be processed.

## ASTRID GENERAL INFORMATION

**NATURAL FIBERS:** Irregularities in hue and texture are integral to the character of textiles utilizing natural fibers; as such, color matches cannot always be guaranteed. If an exact color match is required, a cutting for approval must be requested when an order is placed.

Natural fiber fabrics often stretch, primarily due to their weight but also due to humidity. How much depends upon the length of the fabric as well as the fabric's weight. The fabric may also contract depending dryness and temperature.

Many of Astrid's fabrics are washed to give them a unique look, which includes folds and natural markings. Linen threads also naturally vary in thickness, creating unique effects.

Astrid's fabrics that are most handcrafted are also those most prone to wrinkling at the edges. This means that in the case of curtains they are most suitable to be used with the fabric's width also used as the width of the curtain.

Exposure to sunlight may bleach fabrics over time. Lining is recommended for fabrics that will be subjected to direct sunlight.

**MINIMUM:** Astrid minimum order is 1 yard with .5 increments thereafter.

**FABRIC STOCK:** Fabrics are stocked in Europe. Lead time will depend on quantity.

**CLAIMS:** In the event of a complaint, please send photos to [info@taktistudio.com](mailto:info@taktistudio.com) for evaluation. Complaints will only be approved for reclamation when the product is used under normal conditions, has been correctly maintained and has been used for the intended purpose. Natural fibers may vary in color and texture and will not be considered defective. Compensation in the form of replacement fabric or refunds will only be made after approval of the complaint. No refund will be made for indirect costs.