

Warranties / Policies

Visa, Mastercard, and American Express cards accepted. Accredited educational institutions, government agencies and companies with approved credit may be granted Net 30 terms with a written purchase order, otherwise a 50% deposit is required upon submission of purchase order, and the remaining 50% the day it ships. This can be paid by credit card, check, or wire transfer.

Because Vikki Smyth, Inc. is a boutique business catering to high-end hotels and businesses, all hostess/reception desks and podiums are on a made-to-order bases which means all sales are final. However, if there is a material or structural defect detected within the first 30 days of delivery, Vikki Smyth will gladly take it back and either fix it or fabricate a new one, all at Vikki Smyth, Inc's expense. This however, does not apply to abuse or normal wear and tear of product. If Vikki Smyth, Inc. deems the product was miss-handled by purchaser or that the defect was normal wear and tear, for up to one year from delivery date, Vikki Smyth, Inc. will readily fix it with all shipping and crating costs to be absorbed by the purchaser.

Shipping Damages or Shortages: Responsibility for shipping damage or shortages is defined by governmental and shipping industry regulations. Here are several important points to remember. Ownership of merchandise shipped by common carrier, UPS or RPS, transfers to the consignee immediately upon being picked up by the transportation company - **NOT WHEN MERCHANDISE IS DELIVERED**. Liability for damage or loss to the consignee's property during transit rests with the carrier. If damage is evident at delivery time, **DO NOT ACCEPT** delivery. Concealed damage occurs when a product is damaged even though the carton appears to be in good condition. This kind of damage occurs occasionally. It is the motor carrier's responsibility and must be reported to Vikki Smyth, Inc. immediately.

Inspect all shipments **IMMEDIATELY** for concealed damage. If there is concealed damage, contact Vikki Smyth, Inc. who will request a damage inspection. This **MUST** be done within 15 days of delivery. Failure to report concealed damage within 15 days also negates the possibility of a claim.

Since all Vikki Smyth, Inc. reception desks/podiums are custom built by well-experienced craftsmen, Vikki Smyth, Inc. stands by the durability, workmanship, and quality of her product.

All Vikki Smyth, Inc. products are made in the USA.