

CUSTOMIZATIONS, MATERIALS, & LEAD TIMES

WHERE ARE YOUR GOODS MADE?

Most of our goods are made in Pennsylvania. All our lighting is made in house at our Philadelphia workshop. We work with select workshops on our furniture collection and some of our small production goods as well. Furniture is completed and finished on site in our workshop. A portion of our metal and wire frame goods are made in China.

IS THERE A LEAD TIME?

Items such as lighting, larger furniture, or customized pieces are made to order, and will have a lead time ranging between 2-14 weeks. All lead times are noted in the item description. Please feel free to inquire.

CAN I ORDER SAMPLES?

Yes. We offer wood, leather and finish samples for a fee. Call us at 215-825-7270 or email us at info@lostine.com with a specific request.

CAN I USE MY OWN FABRICS AND LEATHERS (COM/COL)?

We offer COL (your own leather) options for our upholstered designs. Please contact us at info@lostine.com for support and advice.

DO YOU OFFER CUSTOMIZATIONS OR CUSTOM PIECES?

Yes, we can do small customizations to most of our current collection including wood species, finishes, dimensions, and leather, for a fee. Completely custom design projects will be considered on a case by case basis.

PRODUCT CARE

LEATHER PRODUCTS

Our harness leather is a classic leather that will age beautifully over time. We celebrate the living finish of our leather and its inherent imperfections. Each piece of leather has a history, scratches, dents, folds, and marks that are naturally in the leather, is something that we embrace and repurpose. We do not view these marks as defects. Since each side of leather is different, the shade and texture of the leather will vary with each item. The patina created by daily wear-and-tear is meant to change and evolve over time.

Please care for your leather products with a soft cloth and a leather cleaner. Please be advised that exposure to sunlight will darken the leather, and spillages should be wiped quickly in order to avoid any staining.

Our leather lighting fixtures are to be used with LED bulbs only. LED bulbs not only use less energy but also give off less heat. Leather will dry out when exposed to excessive heat. We suggest using an A19, 600 lumen (40 watt equivalent) LED bulb with each light. Light bulb not included with our fixtures.

WOOD TABLES

Our wooden tables and furniture are made of solid oak and finished with a matte clear finish.

Do not place hot items directly on table. Use coasters, trivets, and placemats as needed. For best results, clean with a soft cloth and natural furniture cleaner.

WOOD LAMPS

Our wooden table lamps, floor lamps, and pendant lights are turned and finished by hand. Some variants in wood grain and color are to be expected. No two lamps will look completely identical.

CUTTING BOARDS

Hand wash and dry only. Do not soak in water, not dish washer safe. Oil often with mineral oil.

GENERAL QUESTIONS AND ORDERING

DOES LOSTINE HAVE A BRICK AND MORTAR STORE?

No. Lostine does not have a brick and mortar location, but you can pay a visit one of our stockists. Feel free to call to inquire about a stockist near you 215-825-7270.

IS MY ORDER SECURE?

Yes. While no transaction over the internet is guaranteed to be 100% secure, our website is secured with SSL encrypting technology to help you shop as safely as possible.

WHICH PAYMENT METHODS DO YOU ACCEPT?

We accept Visa, Mastercard, Discover, American Express, Apple Pay, Quad Pay, and PayPal payments. Please note that if we cannot verify your payment method, or if your payment is declined for any reason, your purchase may be suspended or cancelled until the balance is reconciled.

WHO SHOULD I CONTACT IF I HAVE A QUESTION ABOUT MY ORDER?

Please email us anytime at info@lostine.com. We are here to answer your questions about existing and future orders, shipping and returns Monday through Friday, between 10:00 am and 5:00 pm, EST.

CAN I ORDER BY PHONE?

Yes. Please contact us at 215-825-7270 for assistance.

HOW IS SALES TAX CALCULATED?

We collect 6% Sales Tax for all orders shipped within Pennsylvania, and an additional 2% shipped within Philadelphia city limits.

WHEN DO I PAY FOR MY ORDER?

All purchases must be paid in full at the time of ordering.

RETURNS, REFUNDS & CANCELLATIONS

WHAT ITEMS ARE ELIGIBLE FOR A RETURN?

- Most of our goods are eligible for return or exchange. Your item must be unused and in the same condition that you received it. We strongly advise that all returns be shipped back to our warehouse in the original packaging.
- Our return policy is valid for 30 days. If 30 days have passed since your purchase, unfortunately we cannot offer you a refund or exchange.
- When returning an item to our warehouse, please pack with care to prevent any damage during shipping. Any return that has been damaged in the return shipping to our warehouse may not be eligible for a full refund.
- We will contact you as soon as we have received your return and processed the refund. Please allow up to 10 business days from the

processing date for it to reflect on your original form of payment.

TO BE ELIGIBLE FOR A RETURN:

Please contact us at shopkeeper@lostine.com to request a Return Authorization number as soon as possible.

Only items with a Return Authorization number printed clearly on the outside of the box will be accepted for return or exchange.

THE FOLLOWING ITEMS ARE FINAL SALE AND ARE NOT ELIGIBLE FOR RETURNS OR EXCHANGES:

- Vintage and one of a kind items
- Perishable goods such as food, flowers, newspapers or magazines
- Gift cards
- Personal Care items
- Items damaged through normal wear and tear
- Sale items
- Custom furniture orders are final sale, and deposits for custom furniture orders are non-refundable
- Shipping charges
- Duties and taxes
- There are certain situations where only partial refunds are granted: (if applicable)
 - Books with obvious signs of use
 - Items not in their original condition
 - Items damaged or missing parts excepting manufacturing defects
 - Any item that is returned more than 30 days after delivery

WHAT IS THE CHARGE FOR RETURN SHIPPING?

All return shipping is at the expense of the customer using the courier of your choice. Please include your RA number with all returns.

WHAT ABOUT RETURNS FOR INTERNATIONAL ORDERS?

The above return policy applies to international orders. In addition, we cannot refund duties and taxes paid to clear customs.

WHAT IF I RECEIVE A DAMAGED OR DEFECTIVE ITEM?

If you receive a defective or damaged item, please contact us immediately at info@lostine.com. In the case of damage incurred during shipment, we must be notified within 48 hours of delivery to initiate the return process.

WHAT IF I RECEIVE THE INCORRECT ITEM?

If you receive an incorrect item, please contact us immediately at info@lostine.com. We must be notified within 48 hours of delivery to initiate the return process.

HOW DO I RETURN AN ITEM I RECEIVED AS A GIFT?

If the item was marked as a gift when purchased and shipped directly to you, you will receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be emailed to you.

WHAT IS YOUR CANCELLATION POLICY?

Any cancellations must be made within 24 hours of the purchase. If you wish to cancel your order after 24 hours, you must wait and return the item once you have received it.

I DIDN'T RECEIVE A REFUND YET

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at shopkeeper@lostine.com.

SHIPPING & DELIVERY

WHEN WILL I RECEIVE MY ITEM(S)?

We make every effort to ship in stock orders within 7 business days (We do not ship on Saturday, Sunday or holidays). Please allow 10-15 business days for your order to arrive. This may change during peak seasons. Lostine is not responsible for service transit times. All orders are shipped UPS, unless your order requires a freight delivery service.

Expedited shipping rates requested after 1 pm EST will be processed the next business day.

The date your item(s) will be received is subject to several factors, including the type of order, the shipping location, the volume of the order, the availability of goods, and delivery method used.

If you are ordering an item with a lead time, our team will provide an estimated delivery date within 24 hours after you place your order.

WHAT METHODS OF SHIPPING DO YOU USE?

Lostine uses UPS for ground shipment within the continental US, and UPS Worldwide Express for orders to Canada, and small package shipments abroad. Larger international shipments will be handled via Concordia freight. Any large order requiring freight delivery will be

quoted and selected at the discretion of Lostine, taking into consideration the cost, location and the safety of the delivery.

In the case of issues or damages occurring during shipment, Lostine will make every effort to assist our customers, however, the shipping and safety of the package during transit is the responsibility of the courier, and not Lostine.

HOW ARE SHIPPING COSTS CALCULATED?

Shipping rates are calculated for the continental US and Canada only. Please contact us at shopkeeper@lostine.com if you would like to arrange for shipping outside the US.

Heavyweight, over-sized and freight items will be noted on the product pages. Please contact us at shopkeeper@lostine.com for a shipping quote on these items. **You will be billed a second time for shipping on these items.**

WHAT ABOUT FEES, TAXES, AND/OR DUTIES FOR INTERNATIONAL ORDERS?

Please contact us directly at info@lostine.com if you require international shipping. All requests for international shipping are subject to approval.

International orders are subject to duties and taxes determined by the country to which they are shipped. These fees are the responsibility of the recipient to pay upon delivery. Orders refused at the point of delivery will incur return shipping charges, as well as a restocking fee equivalent to the duties and taxes levied upon the original shipment.

We are required by law to list directly on the package the full retail value of items ordered and contained therein. We cannot mark any package as a gift to avoid customs and duties fees. On rare occasions, customs agents may delay the delivery of, open, and/or examine the contents of packages at their discretion. For more information on customs fees and procedures, please contact your local customs office.

I ORDERED MULTIPLE ITEMS. WILL THEY SHIP SEPARATELY?

We make every attempt to ship your order complete. Should an exception arise, we will reach out to you and make the appropriate accommodations.

DO I NEED TO BE PRESENT TO ACCEPT DELIVERY?

Yes, you are responsible for ensuring that your package will be accepted upon arrival. Lostine provides tracking information for all packages. The carrier may refuse to deliver unless you, or an authorized agent are able to sign for it.

For delivery of our larger items, our residential couriers will be in contact with you directly to schedule a delivery appointment.

HOW DO I SCHEDULE A WHITE GLOVE DELIVERY?

Please let us know if you are interested in a White Glove Delivery for your orders. White Glove includes interior assembly of the item you are purchasing, as well as the removal of any packing materials. Please contact us within 24 hours of your purchase at info@lostine.com if you require White Glove delivery. If White Glove delivery is not specified,

you must be responsible for minor assembly of your goods and the removal of all packing materials.

DO YOU OFFER LOCAL DELIVERY?

Lostine can provide local delivery from our location in Philadelphia for larger orders. Please contact us at info@lostine.com for rates and availability. Rates are based on location and assembly requirements.

WHO DO I CONTACT WITH A PACKAGE OR DELIVERY ISSUE?

Please contact our Customer Service team at info@lostine.com should any issue arise.

WILL MY ITEMS BE DELIVERED ASSEMBLED?

All items will arrive assembled with exceptions on certain larger items. Any light assembly required will be accompanied by instructions, and all necessary parts. If you have requested a White Glove Delivery, the assembly will be completed by their service.

DO YOU SHIP OVERSEAS?

We can ship internationally but please email us to arrange all international orders at shopkeeper@lostine.com

TRADE AND WHOLESALE

DO YOU OFFER A TRADE PROGRAM?

Yes. To learn more about our Trade Program, please email us at sales@lostine.com

DO YOU OFFER A WHOLESAL PROGRAM?

Yes. Lostine offers Wholesale pricing to select partners around the country and world wide. To learn more about becoming a Wholesale partner, please email us at sales@lostine.com

PRESS

DOES LOSTINE COLLABORATE WITH PUBLICATIONS?

Yes. Lostine is open to working with press and publications such as magazines, editorials, etc. Please contact us directly at press@lostine.com for inquires and terms.

DOES LOSTINE COLLABORATE WITH ONLINE BLOGGERS AND SOCIAL MEDIA INFLUENCERS?

If your brand is a strong match for a partnership with Lostine, please contact us directly at press@lostine.com.