

Warning For California Residents

This product can expose you to chemicals including Wood dust, which is known to the State of California to cause cancer. For more information, go to <https://www.p65warnings.ca.gov/>

Our Policies

Atlanta Tables LLC is known for handcrafting the highest quality furniture and live edge wood furniture in North America. We stand behind the construction and craftsmanship of each piece of wood furniture we sell and pour our hearts and souls into finding you the finest in Live Edge Furniture.

In short, your trust means the world to us. That's why — when our staff isn't busy crafting furniture or packing up items for your enjoyment — we're busy drafting policies which promote fairness, transparency and honesty. Read on to learn more about the ones which impact you.

Atlanta Tables LLC Quality Guarantee

At Atlanta Tables LLC we pride ourselves on being your go-to manufacturer of U.S.A. made Live Edge Furniture. We serve homeowners, interior designers, restaurants and hotels all across North America and like having you among them!

What exactly does "Live Edge" mean? Quality Live Edge Furniture should create a charming, cohesive look that's rich in character and texture. Cracks, beetle trails, knots and variations in wood color only enhance a furniture look. Yet they should not compromise the strength of Live Edge Furniture.

Never-ending quality improvements. We implement small changes periodically when we can find a better way to build something, these changes may not reflect in pictures or video, and will not change the overall look of the piece, but will improve the stability and strength. Examples of this would be switching from one vendor to another. It may include changing to a finish that is better, any change we do is done for the betterment of the product and to give you, our customer, the best Live Edge Furniture possible.

Live Edge Furniture

Atlanta Tables LLC along with many of our other craftsmen use real wood for furniture, utilizing solid slabs of wood. The inherent character of wood includes cracks, twists and colors, traits that are sought by our builders and craftsman. A home's atmosphere is a great contributor to how a piece will age. Moisture content in a home will allow wood to either contract or expand with time. Although our wood is kiln dried to minimize this movement. Cracks are not a defect — they can either be fixed, or enhanced depending on the client's preference. With proper maintenance, your wood furniture will last a long time.

The Nature of Live Edge Furniture

At Atlanta Tables LLC, we strive to ensure that the expectations of all our customers are met. Please keep in mind that when it comes to handcrafted, furniture, no two pieces are ever identical. Sure, we do our best to ensure some semblance of uniformity, but the product you receive may not be identical to the piece you saw online.

The natural materials used to build our pieces can play a role in no two looking exactly alike. At times, a builder or manufacturer may slightly alter the design of a product, use different materials, or just try to improve the construction and usability of a product. When this happens, the product you receive may not identically resemble the one you saw online, but our aim is to always create pieces that you found and fell in love with. Our commitment is to get your piece as close to the pictured piece as nature and our builders can get it. Colors, shapes, finishes, lighting etc. can vary on pieces. A computer monitor/screen may skew a color slightly from what it looks like in person.

Live Edge woods are full of blemishes, holes and various textures. It may also have nail holes, board cupping, old pegs, patches, cracks, saw marks, water marks, worm holes, bug holes, sunspots, and dents. These are not considered defects, it is the inherent character found, and sought, for this type of furniture.

Time Frames — we list an average estimated time frame on our products of when we expect them to be ready. As this is custom furniture we want to ensure that all items are made to our quality standards. Some examples of things that could affect time frames are:

- If a product doesn't pass our quality control it will be remade which could result in the product taking longer than estimated. We will not break your trust in knowing you are getting a solid product by sending you a rushed item.
- Holiday sales may also extend time frames due to the extra demand.
- While we would love to control the weather, we unfortunately cannot. So weather issues could delay orders as well.
- Resin pours will extend the time frames on most items by a week as the process is time consuming and very detailed to get the pours perfect (which is as perfect as possible on live edge wood).
- Custom requests/custom orders can also add to the time Frames.
- Pandemics (real or fake) if they affect the country, our area, your area, etc.

We do our best to meet or beat the time frames while ensuring you will receive a product that you will love for the rest of your Live.

If natural cracks or knots happen to affect the structural integrity of the wood used to make the furniture you've purchased from us and it's still under warranty, we'll be happy to replace it. In the off chance you've received a product that appears to be defective, contact us.

Dimensions listed are approximate dimensions. Due to the natural and reclaimed materials used in the crafting of our furniture the dimensions can vary slightly (up to an inch or two depending on the piece) from piece to piece.

Payment Type & Sales Tax

PAYMENT: Your order will charge in—full at the time of check out, when purchasing on hand items from our showrooms. If you are purchasing furniture which is made to order, we bill 50% upfront and 50% prior to shipment. Items that are backordered will be run in full so that we can keep your order reserved and shipped as soon as it becomes available.

For your convenience, we accept the following forms of payment:

- Cash
- Personal Check
- Zelle
- Debit/Credit Card
- Visa
- Discover
- Master Card
- American Express

All card Payments incur an upcharge of 3%.

SALES TAX: We are required to charge Sales Tax.

Storage

We can hold onto your Live Edge Furniture. If you need your delivery held, please reach out to us. We are a family owned/operated furniture manufacturer. We may have the room here at our facility to store orders. If you need your order held for longer than 2 weeks past your due date the following charges will apply:

- Orders up to \$2500 — they will be charged \$75 per month
- Orders \$2501-\$5000— they will be charged \$100 per month
- Orders \$5001-\$10,000 — they will be charged \$200 per month
- Orders \$10,001-\$20,000 — they will be charged \$350 per month
- Orders \$20,001 -\$30,000 — they will be charged \$500 per month
- Orders over \$30k that need to be held — please contact us for rates

If you know you won't need your order for a few months, you can still place your order today. We will assign your order a production date that will allow us to have it ready for your requested date. For example, it's April but you don't need the order delivered until September. Simply note this date on your order, and there will be no additional storage charges for the delivery in September.

Order Cancellation Process

If you need to cancel your order with Atlanta Tables LLC, please contact us as soon as possible...

We try to “expect” the unexpected. After all, unforeseen events occur. Things come up. If you need to cancel an order, we'll do all we can to intervene on your behalf. The best way to help us help you under those circumstances is to contact us as soon as possible — and have your order # handy.

- Prior to Manufacturing Being Started: a 20% fee will be charged on the total invoice amount to cover cost associated with labor and merchant Fee's.
- Manufacturing Has Begun: 50% cancellation fee is charged, due to the waste of materials and labor costs.
- Order Is Complete: a 75% cancellation fee is charged
- Order Is Complete and Shipped: a 75% cancellation fee is charged, shipping charges are non-refundable and customer pays to have the items returned to us. Cost of return shipping is deducted from the refund amount.
- Order Is Complete and Received By Customer in Good Condition: a 75% cancellation fee is charged, shipping charges are non-refundable and customer pays to have the items returned to us. Cost of return shipping is deducted from the refund amount.

NON-RETURNABLE ITEMS - we CANNOT accept returns on any of the following items:

- Stained or damaged items
- Clearance Furniture or Decor Items (Clearance items are sold as is and any warranty is not applicable)
- Custom or Other Made-to-Order Furniture
- Furniture in Less Than NEW Condition
- Items returned in non-original packaging or an equivalent packaging.
- Items returned due to unexpected or out of our control shipping delays (like weather issues or other issues that could cause shipping delays)

RESTOCKING FEES:

Do you know what a "Restocking Fee" is? When perfectly usable items are returned, time and money must be spent putting them back into stock. A restocking fee covers a portion of the costs associated with that task and helps reputable companies like Atlanta Tables LLC keep costs and prices low — for everyone.

Additionally, returned products can no longer be labeled or sold as if they were new. Their original packing materials might be missing. The boxes they originally came in might be damaged. We can't, in good conscience, pass off opened or even gently used goods as if no one else had ever handled them.

Items may be returned within 10 business days of receipt of goods. Items must arrive back to Atlanta Tables LLC in the same condition as when they left us. The original packaging material will greatly assist in this endeavor.

A 75% return fee is charged for any order that is returned, other than orders that have a manufacturing defect, significant shipping damage, or the wrong item was shipped. Shipping charges are non-refundable and customer will be responsible for covering return shipping cost. Cost of return shipping is deducted from refund amount.

Atlanta Tables LLC uses real wood for all its furniture. Many pieces are constructed with real and solid slabs of wood. We prefer and seek out wood with cracks, twists and color. This is the inherent character of wood and is not considered a defect. Natural wood will have knots and cracking. In some cases, such

as a table top, we will fill the cracks with a clear resin unless otherwise requested. Most other items are never filled as this will take away from the character that makes the furniture what it is.

Our reclaimed wood will have nail holes, board cupping, old pegs, patches, cracks, saw marks, water marks, worm holes, bug holes, sunspots, and dents. These attributes are not considered imperfections or defects. We consider them character and believe they pay homage to the historical authenticity and original craftsmanship. Our furniture, therefore, does not have to be artificially distressed providing an authentic look that will last for generations.

Metal used in our furniture may have weld marks or inherent imperfections that are not considered defects. These are natural occurrences from the handmade nature of the pieces.

Once the return arrives back to our warehouse, the items will be inspected.

Refunds will be issued within 10 business days of inspection.

Refunds will be issued by the same means as payment was tendered.

Clients with cancelled credit cards will receive their refund via corporate check.

RETURN PROCESS:

At Atlanta Tables LLC we like to streamline the return process. Below, we've outlined the recommended steps you should take when processing returns. We love handling the details for you, so try to be patient. Directly requesting a charge back from your bank or credit card company can delay your refund by (180) days.

Process Your Return in (5) Easy Steps...

- 1) Contact Us— The first step in the return process is to call or email us.
- 2) Get Packing — Carefully pack your return items back into the box in which they arrived along with their original packing materials. Suitable substitutes are new boxes, bubble wrap, etc. Sorry, but Atlanta Tables LLC cannot accept returned goods which become damaged as a result of poor packaging.
- 3) Clearly mark your return package.
- 4) Ship It Out— We'll provide a return address. Ship your return back to the return address provided via a carrier that provides a tracking # and delivery confirmation (with signature). Use shipping insurance to protect yourself in case items are damaged in transit. For faster processing, e-mail your tracking # to us.
- 5) Get Credit— Once we've received your return item(s) and have verified that the contents of your package are accurate and have arrived unharmed, we will begin processing your credit.

If return items are damaged in transit, we will contact you. We'll then set your package aside for (30) days to give you time to file and process a claim with your shipper or carrier.

Delivery, Damages & Defects

Products can sometimes get lost or become damaged in transit. In other, rare instances they may suffer from unavoidable defects. While we hope your experience with Atlanta Tables LLC is never "marred" by

unpleasant circumstances, we have policies in place which help guarantee your satisfaction at every turn.

Read on to learn more about our policies regarding Delivery and Damages as they relate to:

- UPS/FedEx Shipments
- Motor Freight/LTL Shipments
- ...see our handy "Freight Shipment Checklist", as well

UPS/FedEx Shipment:

You DO NOT need to refuse UPS or FedEx deliveries which are damaged in transit. Simply report the damage to our Customer Service team within (24) hours of receipt by e-mail or by calling us.

It is extremely important that you notify us of any damage right away to ensure that related exchanges, replacements or refunds are not delayed or denied. You should also e-mail us pictures of the damaged goods so that we can use them to process your claim and take quality control measures.

Motor Freight/LTL Shipments:

Any free shipping options do not include a lift gate, but most orders can be upgraded to one. Without a lift gate the carrier will arrive and place your order at the end of trailer. It will be up to you, our beloved customer, to lift it off. If a shipping quote is required our customer service staff will help you determine the method needed and provide the best possible options based on the information provided.

We work hard to find shipping companies that are easy to track, reliable, inexpensive, and careful of your new product. Over the years, we've received excellent service from these hand-picked Motor Freight and Light Truck Load (LTL) carriers. Because of that, we're confident your delivery will arrive without incident. Still, we urge you to inspect all shipments for damage (big or small) BEFORE signing for or accepting any packages. Be aware that these shipping companies are run by their own policies and procedures, which are completely out of our control.

If a driver will not let you to inspect individual items, conduct a close visual inspection of the exterior of each shipping container. Note any discrepancies on the bill of lading or receipt. It's important to take your time. Once your John Hancock is in place, you accept legal ownership over those packages.

If you discover shipping-related damage AFTER you've signed for your shipment, our hands will be tied. That property is now yours, so without proper notation, we CANNOT file a claim with the freight carrier on your behalf. You will have to file a claim yourself — within (24) hours of the shipment's arrival — and that's no fun!

Freight Shipment Checklist:

Use our handy "Freight Shipment Checklist" when receiving Motor Freight/LTL shipments:

- Inspect ALL items and packages for damage
- Note ANY discrepancies on the bill of lading or receipt
- Once you have made necessary notations, sign for your items
- Contact us IMMEDIATELY to report the damage
- Send us related images by e-mail (to support your claim and aid quality control efforts)

DAMAGES:

If your package arrives via FedEx or UPS please take pictures of the package and contact us. We may be able to assist you with our damage claim process.

If your order arrived by crate, please note damage on the Proof of Delivery form. Do not destroy the crate or pallet. Upon inspection of the contents if you notice damage please take photos and contact one of our customer service representatives. In most case's slight damage can easily be repaired with materials we will send to you.

If damage to the crate is severe you have the option of immediately refusing delivery of your order or to inspect the contents before accepting. Either way, we would ask that you note the damage on the Proof of Delivery form. Failing to note damage will hinder our ability to file a damage claim on your behalf.

DEFECTS:

Live Edge Furniture is beloved for its imperfections. Burrs, knots, holes and checks are common and add charm to the wood furniture we handcraft, manufacture and sell. These characteristics are ingrained. Such merchandise is NOT recognized as "defective" or "damaged" and is not eligible for replacement.

Checking can range from slight slivers to cracks which run the full length of a slab of wood and/or run deep within it. Burrs, knots, holes and checking (as we have described it here) is completely normal and in no way affects the integrity of the wood we use or the durability of our fine furniture. Returns will not be accepted for normal checking in Live Edge Furniture.

Our products are covered by a warranty, each item will list it's warranty information under the product details. For custom made to order items or miscellaneous custom items they will have a 1 year warranty.

Privacy Policy

We hate solicitor calls, junk mail, and spam e-mail. We like having conversations and doing business with real people — like you. In an effort to protect your privacy, we ensure that the information you provide us with is never sold, bartered, traded or shared with anyone. It's safe here with us, at Atlanta Tables LLC.

Our goal is to help you understand the numerous steps we take to safeguard your security. We also want to help you protect yourself. The tips and information which follow were designed to increase your confidence in Atlanta Tables LLC practices and help you enjoy your online shopping experience even more.

How We Use Information You Give Us:

- To process your orders and inquiries
- To track the status/delivery of your order(s)
- To respond to communication you initiate with us
- To answer questions you have about past purchases
- To provide you with the best customer service possible

We won't share your name, billing address, e-mail address, phone number or shoe size with any other organization — for any reason. In fact, we go to great lengths to make your shopping experience with us as secure as possible. We treat you the way we want to be treated. After all, that's just good manners!

OUR PRIVACY COMMITMENT:

We will never sell, barter, trade, share (or give away) any identifying information about you or your order history with anyone outside of Atlanta Tables LLC. Yes, at times we need to share your information with our subsidiaries, freight carriers and payment brokers — to process your order(s).

If you choose to opt-in to our mailings, you can receive promotional announcements, contest alerts, product updates and other information we think you'll find interesting. And not "spam" interesting, either, but legitimately interesting. Feel free to opt-out at any time by contacting us.

INTERNET COOKIES:

Cookies are delicious when they're hot and fresh right out of the oven — especially if they're crispy on the outside and gooey on the inside! But, that's not the kind of cookie we're talking about here. When you visit our website an internet cookie, web cookie or browser cookie is created by your web browser.

That cookie is then used to store your shopping cart contents and other information you've shared with us during your browsing session. It cannot be read by other websites and is specific to your experience with us. Internet cookies also have an expiration date and are deleted automatically once they expire.

Changes to Terms and Conditions and To Site

Atlanta Tables LLC reserves the right to modify or change the terms, with or without notification, and at the sole discretion of Atlanta Tables LLC.

Legal

All domestic and international orders are subject to the governing laws of the United States of America and the State of Georgia by default, or any other local State as may be required by law.

Severability

If any provision of this Agreement is found to be contrary to law, such provision shall be of no force or effect; but the remainder of this Agreement shall continue in full force and effect.