

# PURCHASING

## Deposits & Cancellations

Payment for purchases through our online store are processed during checkout, along with shipping charges. Requests for cancellations must be received within 24hrs of ordering.

Pieces from our Furniture & Sculpture line and all custom orders require a 70% non-refundable deposit before production can begin. The remaining 30% will be charged at time of shipment (or scheduling of local pickup/delivery).

We are not able to refund deposits on these pieces or custom orders. Woodworking is a subtractive process by nature, and the cutting of raw materials cannot be undone.

We can accept cheque, bank draft, and wire transfer. Please inquire or email [hello@origins.work](mailto:hello@origins.work) make arrangements. Credit card payments can be arranged; a 3% processing fee will be added to your total.

## Lead times, Shipping & Delivery

All of our products are made to order, with variable lead times. If you require expedited production or have a hard deadline, please contact us before placing your order.

Products within our online store are typically produced and ready for shipment within 2-5 weeks. Destinations within North America can be shipped with Standard (10 day) or Expedited (3 day) delivery times. Shipping costs will be charged to your order at checkout.

Pieces from our Furniture & Sculpture collection typically require 10-12 weeks for production prior to shipping. Generally speaking, these pieces will require special crating and freight considerations if shipped outside of the Lower Mainland, with final delivery arrangements ranging from curbside to white-glove services. All shipping considerations and costs will be discussed prior to production.

We welcome international orders and can arrange for freight to all corners of the globe. Larger pieces can be crated to comply with your country's import regulations. Smaller items will be dispatched via Fedex/UPS/DHL depending on your location and available rates. Please contact us directly to place your order, we are not able to process international orders via our online store..

Local delivery and installations within the Metro Vancouver region are free of charge for furniture and sculptural pieces. Local pickups from our studio are always free.