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ORDERING TERMS AND CONDITIONS

- Orders may be placed in person, by phone, or email to Opiium. All orders will be confirmed via phone, email or mail, and will require a signature and response with either prepayment or a 50% deposit to guarantee the order.
- Full payment is required in advance on all stock orders. On all custom orders, a deposit of 50% is required before the order is processed, and the balance is due upon delivery.
- Payments may be made by Bank transfer or by Cheque.
- Due to the customized nature of each piece, the deposit is non-refundable. All orders are considered final 3 days after deposit or full payment has been made. There are no cancellations or exceptions. Changes may be made up to 7 days after order date and may incur additional charges.
- Standard delivery time is approximately 8-12 weeks and may vary due to quantities, scope of project, current order volume and production schedule. All orders are shipped via Fastway or freight transportation unless prior arrangements have been made.
- Items will be shipped as they are ready, unless purchase order indicates that the order is to ship complete. Shipping and handling charges will be added to the invoice for each shipment.
- All of our merchandise is thoroughly inspected and carefully packaged prior to shipping to insure no loss due to breakage. Any claims for loss or damage arising in transit must be submitted to us in writing within 5 business days of receipt. Upon receiving notification, Opiium will inform you of the next course of action. It is important that all damaged product and packing materials are kept for claims inspection. If any of the items or packing materials are discarded or missing, Opiium will not be able to replace the items and the purchaser will be responsible for payment of the product.
- Returns will not be accepted without prior consent, and are made at the discretion of Opiium. Returned items must be accompanied by a returned goods authorization number. If a return is issued, all items must be returned via insured shipment for their full value. There are no returns on custom orders.
- Custom modifications to existing fixtures will incur additional charges and may extend delivery time. Any changes to an existing order must be made in writing within 7 days of receiving order confirmation.