

INDO LLC FAQ

LEAD TIME

In-Stock/Quick-Ship items will ship within 5-7 business days unless otherwise noted by us. Lead times vary and are generally between 6 - 12 weeks. Please contact us for further information regarding your specific inquiry. Lead times begin with receipt of a 50% deposit.

CUSTOM ORDERS

We love to work on custom projects in collaboration with designers and architects to realize their vision! We can modify most of our products to fit your design goals. Any customization will result in an additional charge above the net price. Custom orders may require additional lead time.

RUSH ORDERS

Rush orders are available on most items and are subject to a rush fee.

FORM OF PAYMENT

We accept payments via check, wire transfer and credit card (Visa, Mastercard, Discover, American Express, Paypal). Credit card payments incur a 3% processing fee.

TRADE PROGRAM

We work directly with architects, interior designers and decorators to offer competitive trade pricing. Please reach out with your business information to learn more or apply to our Trade Program.

COMMERCIAL PROGRAM

We offer contract pricing for larger quantity orders. Please reach out with your project requirements and we would be happy to work with you to provide a quote.

COLLABORATION

We welcome opportunities for brand collaboration and licensing. Please reach out with your ideas!

SAMPLES

Please contact us to receive finish samples for a project you are considering.

WARRANTY

Our items are guaranteed for one year upon receipt against any mechanical defects or technical failures. Should an issue arise with your product please inform us and we will replace or repair the defective component/item. Hard-wired light fixtures are UL listed for dry locations. Fixtures are labeled clearly with the maximum allowable wattage and use of higher wattage bulbs than indicated will forfeit warranty.

We cannot be held responsible for the following:

changes / patina to the surface of unsealed metals, changes or damage to the surface of stone due to use, damaged caused by improper care or cleaning solutions, damage caused by exposure to weather or improper environmental conditions, damage caused by improper assembly or installation, damage caused by typical wear and tear including but not limited to scratches, dents, etching or stains, damage caused to our fixture and/or fixture parts because by improper use of light bulbs, cost of installation removal, re-installation, restoration or repair work.

CARE INSTRUCTIONS

WOOD

Air and sunlight will change the color of wood over time. Avoid excessive exposure to direct sunlight, high temperatures or high humidity as these can damage finishes. Wood will expand and contract with seasonal humidity changes, which may result in warping. Try to maintain consistent humidity levels to prevent your wood furniture from warping.

Remove dust with a water-dampened cloth. Remove fingerprints and cooking fumes with mild soap and water. Always be sure to wipe up moisture promptly with a soft, clean, and dry cloth. Clean up water, alcohol and food spills in a timely manner and use placemats & coasters to protect the finish. Avoid using furniture polish, cleaners or dusting sprays that contain silicone, alcohol, ammonia and anything acidic.

STONE

Use coasters for alcoholic and acidic beverages. Wipe up any spills as soon as possible. Acidic spills can etch the polish and dull the finish of the stone. Avoid placing hot items directly on the stone surface, use trivets. Hot stone is susceptible to scratching and the heat may cause thermal shock and result in cracks.

GLASS AND MIRROR

Do NOT use alcohol based cleaning products as it may damage any wood/metal finishes nearby. Never spray cleaner directly on the glass/mirror surface. Always apply cleaner to a soft, lint-free cloth and wipe the mirror. Dry the mirror immediately with a dry lint-free cloth.

BRASS

All brass finishes are unlacquered and hand sealed with a light layer of wax. Dust gently with a dry lint-free cloth. Wet cleaning should only be done if more aggressive cleaning is necessary. Do NOT use metal cleaners as they will strip the surface coating.

LEATHER

For products with leather, dust gently with a soft, clean and dry cloth.