

# WORKSTEAD

## FREQUENTLY ASKED QUESTIONS

### Q. Do you have a Trade program/offer Trade pricing?

A. We do have a Trade program. To apply, please complete this brief form, and submit it to: [shop@workstead.com](mailto:shop@workstead.com). If approved, a member of our team will reach out with Trade pricing details, and will be happy to provide a formal quote whenever you like.

### Q. What are standard lead times? Custom lead times?

A. STANDARD LEAD TIMES - PLEASE NOTE THAT OUR LEAD TIMES ARE CALCULATED FROM DATE OF FULL PAYMENT TO SHIP DATE.

2 - 4 WEEKS : LODGE COLLECTION

6 - 8 WEEKS : LODGE LINEAR SCONCE, INDUSTRIAL COLLECTION, ORBIT COLLECTION, SIGNAL COLLECTION, PARK COLLECTION, CHAMBER COLLECTION, HOUSE SCONCE, CANOPY SCONCE, HIEROGLYPH COLLECTION

8 - 10 WEEKS: ARCHETYPE COLLECTION, TOWER COLLECTION

COVID LEAD TIMES:

8 - 10 WEEKS : LODGE COLLECTION

10 - 12 WEEKS: LODGE LINEAR SCONCE, INDUSTRIAL COLLECTION, ORBIT COLLECTION, SIGNAL COLLECTION, PARK COLLECTION, CHAMBER COLLECTION, HOUSE SCONCE, CANOPY SCONCE, HIEROGLYPH COLLECTION, ARCHETYPE COLLECTION, TOWER COLLECTION

### Q. Do you have any items in stock? Do your stockists have items in stock?

A. All of our products are made to order and we do not currently keep any pieces in stock. Our stockists operate in exactly the same way, with each piece made to order. If you purchase from one of our stockists, standard lead times will apply.

### Q. Do you have a showroom?

A. Yes. Our showroom is located in Hudson, N.Y., which is approximately two hours north of NYC. We love to host our design community (clients are welcome as well) by appointment Monday through Friday. Please reach out to [shop@workstead.com](mailto:shop@workstead.com) to schedule a visit. Our showroom is currently closed due to the pandemic. But once it's safe to open our doors again, we hope you'll join us.

### Q. Is it possible to order discontinued items?

A. Once an item is discontinued it is no longer available for standard production. However, for orders of 10 or more fixtures, a custom run may be possible. Please reach out to [shop@workstead.com](mailto:shop@workstead.com) to discuss.

### Q. What are your payment terms? Do you accept 50% deposits?

A. Because our products are made to order, we require full payment upfront for orders totalling less than 10K. When full payment is received, your order will be processed and added to our production schedule. A PAID INVOICE will be issued for your records. Full Terms & Conditions can be viewed [here](#).

### Q. Do you offer a Warranty?

A. Our products carry a lifetime warranty for materials and craftsmanship. We firmly stand behind everything we make and will do what is necessary to ensure client satisfaction. Full Terms & Conditions can be viewed [here](#).

**Q. What is your Return policy?**

A. We provide company credit for non-custom fixtures returned within fifteen (15) days of receipt. Returned fixtures must be in original uninstalled condition and packaging. A 20% restocking fee will apply, with the balance issued as a company credit to be used for a future purchase within 12 months of issue. Full Terms & Conditions can be viewed [here](#).

**Q. What is your Cancellation policy?**

A. Orders cancelled within one business day will be fully refunded. Orders cancelled after this time will incur a 20% restocking fee, with the balance issued as a company credit to be used for a future purchase within 12 months of issue. Full Terms & Conditions can be viewed [here](#).

**Q. Can your fixtures be ordered in custom sizes or colors?**

A. All pendants and chandeliers are available in custom overall heights (OAH). A custom fee will apply, and an increased lead time may be necessary. LODGE is our most customizable collection and LODGE CHANDELIERS can be modified with overall heights and widths to your specification. Please reach out to [shop@workstead.com](mailto:shop@workstead.com) to discuss. For orders of 10 or more fixtures, a custom finish may be possible. Please reach out to [shop@workstead.com](mailto:shop@workstead.com) to discuss.

**Q. Can a hardwired fixture be ordered as a plugin instead?**

A. In many cases, yes. Please reach out to [shop@workstead.com](mailto:shop@workstead.com) to discuss.

**Q. Can you design custom lighting for my project?**

A. We would love to work with you on custom pieces, if your project meets our minimum threshold. Please reach out to [shop@workstead.com](mailto:shop@workstead.com) to discuss.

**Q. Are your fixtures UL Listed / CE LISTED / CUL Listed?**

A. All of our fixtures are UL Listed for the US and CE Listed for international requirements. CUL (CANADA) has recently adopted the UL standard. Learn more about that [here](#).

**Q. Can fixtures be wired for 220/240V?**

A. We will gladly wire any of our fixtures for 220/240V to meet international standards, at no additional fee.

**Q. How can I check on the status of my order?**

A. When your full payment is received, we will process your order and add it to our production schedule, and issue a PAID INVOICE for your records. The PAID INVOICE will include all relevant details regarding your lead time window. As soon as your order ships, you'll receive an email notification which will include tracking information.

**Q. How do I install my fixture?**

A. All WORKSTEAD lighting should be installed by a licensed electrician. The necessary mounting hardware and instructions are included with your order. Installation guides can also be downloaded directly from our website.

**Q. How can I care for my fixture?**

Do not use chemical cleaning products on your WORKSTEAD fixtures. Take care when spraying chemicals or cleaning agents near the fixtures, as any contact could significantly alter the normal aging process of the finish. Full CARE INFORMATION can be downloaded [here](#).

**METAL**

Metal components can be cleaned using a soft, dry dust cloth. If you have purchased one of our fixtures in a living finish, such as Hewn Brass, it's important to understand that continued patination is normal and should be expected. When moving, installing, or adjusting such fixtures, gloves should be worn to protect the finish from fingerprints which will darken over time. The cleaning pad included with your fixture can be used to remove areas of oxidation. Using gentle pressure, follow the existing grain on the surface of the Brass to buff away darkened areas. The resulting residue can be removed with a soft, dry cloth. Email [shop@workstead.com](mailto:shop@workstead.com) to request a replacement pad, if needed.

**GLASS**

Glass components can be cleaned using a dye-free, ammonia-free glass cleaner applied to a paper towel and wiped onto the glass, rather than sprayed directly onto the glass. Hand-blow glass can be extremely fragile, so care should be taken to stabilize glass shades with one hand even during light dusting.

**WOOD**

Wooden components can be cleaned using a soft, dry dust cloth, which can be lightly dampened if necessary.

**Q. Where are your lights made?**

A. All of our lighting is hand-crafted in New York by our talented team of makers. We make every effort to source our materials domestically whenever possible, and take great pride in our products.

**Q. Do you have finish samples?**

A. We are happy to provide finish samples upon request. Please email [shop@workstead.com](mailto:shop@workstead.com) to discuss. You can view our available finishes online [here](#).

**Q. Are bulbs included with my purchase?**

A. We have proudly partnered with TALA to include their hand-blown matte porcelain LED bulbs with every fixture. We offer two styles of bulbs: G50 and Porcelain II. You can download the relevant specifications below.

The G50 bulb is used in the following collections. You can download the spec sheet [here](#).

CANOPY SCONCE, CHAMBER COLLECTION, HELIOS ADA SCONCE, HOUSE SCONCE, ORBIT ADA SCONCE, SIGNAL COLLECTION

The Porcelain II bulb is used in the following collections. You can download the spec sheet [here](#).

INDUSTRIAL COLLECTION, HELIOS TABLE LAMP, ORBIT SCONCE, TOWER COLLECTION

The Park I and PARK II utilize a mini flood light bulb. Replacements can be found [here](#).

The PARK III features an integrated LED panel. Please refer to the specification sheet for complete details.

**Q. Can I purchase replacement bulbs?**

A. The TALA LED bulbs supplied with your order are guaranteed for 3 years of use. If you encounter a faulty bulb or would like to purchase a replacement, please email [shop@workstead.com](mailto:shop@workstead.com). A \$10 handling fee will apply to bulb purchases.