



FAQ

How can I purchase from Branch?

Contact Branch to ask about “in stock” availability, or inquire about placing a special order. Special orders, custom and commissioned work will be quoted on an individual basis and require a 50% non-refundable deposit to initiate work. We will also provide approximate lead times, delivery and shipment information. Full information about warranty, terms and conditions will be provided with your estimate. Special order and custom work are not returnable. “Stock” pieces may be returnable for credit only; all shipping and handling costs will be the responsibility of the customer. Any returns must be authorized by Branch.

Does Branch sell to the trade?

Yes. Please inquire for special pricing on particular pieces and quantities. Branch also works with landscape architects, designers and retail stores on custom and commissioned work.

Why don't you list pricing and exact dimensions online?

The images on our website are part of our portfolio; however, much of our work is built “to order,” or is custom or commissioned. Contact Branch to inquire about in-stock availability and pricing. We encourage clients and designers to use our portfolio as an idea springboard and to take advantage of Branch’s capability to provide custom work. Pricing, dimensions, drawings, approximate lead times, and delivery/shipment information will be provided based on the exact specifications of your order.

How can I get more information?

We are glad to send photographs, detailed descriptions, information and drawings of our work or proposed designs for your reference. Samples of finishes may also be available. Contact Branch with any questions or to request further information.

How does Branch ship?

Depending on the size of the shipment, Branch ships in a variety of ways. Generally, we build custom crates for each piece and ship via freight. We require that all shipments be insured for the full value; shipments must also be carefully inspected upon receipt. The full balance on the work is due, along with payment for shipping and handling, before the shipment will be released.

Do you provide instructions for recommended maintenance or winterization?

Yes. Based on the specific piece(s) you purchase, we will be happy to make recommendations on how to care for your Branch piece.

Contacting Us...

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Studio visits by appointment only, please.