

NBH Shipping Policy

Effective January 1, 2006

Many of our items are shipped directly to you from the manufacturer and may require additional delivery time. Many of the products we sell are custom in nature and will require additional manufacturing time. Natural Built Home will call or email you when we can confirm delivery times for your purchase. Sometimes delivery times change due to issues beyond our control. We will make every effort to keep you updated with the most accurate delivery times for your products.

Due to the large and heavy nature of some of our items, some products will need to be shipped via freight carrier. Although we do our best to estimate the shipping charges correctly, there may be additional charges for crating and delivery for these orders. Natural Built Home will confirm all shipping times and charges as soon as possible.

Natural Built Home, Inc. will only ship to the United States and Canada.

Flooring: Most of our flooring will ship within 1 or 2 days after you place your order. However, flooring inventory varies at the manufacturer and this may cause a delay in your shipment. We will inform you of shipping times once your order is placed.

Counter Tops: Due to the custom nature of most of our counter tops, delivery can range from 2-8 weeks. We will inform you of the lead time when your order is placed.

Tile: Lead times for tile vary from 1-8 weeks depending on the size of the order. We will confirm lead times once your order is placed.

Sinks: Due to the custom finishes on most sinks, lead times are 6-8 weeks. We will confirm lead times once your order is placed.

Lighting: Availability from the manufacturer varies. Some fixtures are in-stock at the store and some may take 6-8 weeks. We will confirm lead times once your order is placed.

Water-Based Coatings: Shipping water-based coatings (our Safecoat and YOLO line of products) during the winter can be tricky because these products are damaged if they are frozen. Common shippers do not protect shipments from freezing while in transit, and we have no way to pack them that will guarantee that freezing will not occur. Therefore, it is the customer's decision, not ours, whether to go ahead with an order if weather conditions between our store in Minneapolis, Minnesota and the point of delivery may result in a frozen product. Most products will freeze after the carrier drops them off unattended at the customer's address. We will do everything that we can to try to prevent product from freezing. If you are concerned, let us know and we will try to ship early in the week so that your order will not sit in a truck over the weekend. We will also ask that you give us a delivery address that will always be attended so the shipment will not sit in the cold after the driver releases it. It is also possible for you to ask us to use expedited delivery with "signature required." There will be additional charges for this service.

Sincerely,

The Natural Built Home Staff



Safe for you. Sustainable for your planet.