



FAQS

ONLINE ORDERS

When will my online order ship?

In-stock products ship within 3 - 5 business days.

If you require specific or expedited shipping, please contact us directly before placing your order. E-commerce inquiries can be sent to studio@studiosii.com.

Do you accept returns?

We only accept returns for in-stock products that have NOT been used or damaged in any way. Otherwise, due to the nature of our work, we are not able to accept returns. Any initial deposits made for our services will also be non-refundable.

PRODUCT EDITIONS

Are your products editions?

Every S II product is designed, hand-crafted, quality-controlled, and editioned under Studio S II LLC and it's members.

We provide a certificate of authenticity and edition number to every S II product to maintain the collectable value of our work. Look and method of certificate of authenticity are subject to change.

What happens if I misplace my certificate of authenticity or if it's stolen?

All certificates of authenticity are executed only once to the buyer and will live on the blockchain in perpetuity.* Studio S II LLC cannot reissue certificates of authenticity, even in cases of loss or theft.

CUSTOM PRODUCTS AND SERVICES

At S II, we take a holistic view towards products and spaces. We'd love to be a trusted resource for your next residential or commercial project.

How do I place an order for custom products and services?

For inquiries about made-to-order S II products and our interior design services, please contact us directly. Please send an email with your name, location, and product or service of interest to studio@studiosii.com.

Custom orders require a 50% non-refundable deposit. Lead times begin with receipt of payment and order details. Goods will be ready to ship within the lead time specified, and the finished work will ship when your invoice is paid in full.

Studio and showroom visits are available by appointment only.

Do you offer rush orders?

Rush orders are available on a case-by-case basis and subject to a rush fee (25%). Rush orders shall only be initiated after approvals in writing by the buyer and a member of Studio S II LLC.

Do you offer samples?

We offer samples of our materials and pigments by request of a client or buyer. Please contact us directly about the product or space you are considering. Samples are subject to lead times and fees.

TRADE

Do you offer trade pricing?

We offer a 15% discount on our in-stock products to qualified buyers in the design and architecture fields. Please email studio@studiosii.com to receive a trade program application.

CARE

How do I care for my S II products?

Our general care recommendations are listed by material below. Email studio@studiosii.com with any further questions about caring for our products..

STEEL

Dust gently with duster or microfiber cloth. Wet cleaning should only be done with mild soap and water.

All steel is subject to oils, dust, and fingerprints. Steel may also naturally patina and rust over time but can be prevented if sealed and cleaned properly.

Do NOT use alcohols and metal cleaners as they may strip the surface coating.

BRASS

Dust gently with a duster or microfiber cloth.

All of our brass patinas are sealed but unlacquered. Do NOT use brass cleaners as they will remove the patina and may damage the surface.

WOOD

For in-stock products made from wood, feel free to add a layer of natural, food-grade butcher block oil every 6 months or so to maintain the wood's natural luster.

Remove dust with a water-dampened cloth. Be sure to always wipe up excess moisture with a dry rag or microfiber cloth.

The shape and color of wood will naturally change over time due to temperature fluctuation in your environment. Avoid excessive exposure to direct sunlight, high temperatures, or high humidity—these can warp the wood and damage finishes.

Wood will naturally expand and contract with seasonal humidity changes. Try to maintain a consistent temperature and humidity levels to prevent warping over time.

GLASS & ACRYLIC

Always hand-wash. Apply gentle cleaner to a soft, lint-free cloth then gently wipe the glass or acrylic surface. Dry immediately with a dry lint-free cloth.

Do NOT use any alcohol based cleaning products as it may scratch or harm the surface. Never spray cleaner directly on to the glass/mirror surface. Do NOT place glass items in the dishwasher.

FABRICS

Dust fabrics gently with a soft, clean, and dry cloth.

For products made with fabrics such as leather, velvet, and latex, do NOT handwash nor place in washer/dryer units.

Wet cleaning should only be done with mild soap and water directly on to fabric that may have stains. Any scratches or damage may need to be repaired or replaced by a specialist.

* Questions and terms related to blockchain and cryptocurrency are subject to terms of the nonfungible tokens (NFTs) provided. For more information please email the studio directly: studio@studiosii.com. Studio S II LLC is not liable for any internal issues with crypto-markets, and their prospective NFTs that exist digitally on the blockchain.

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