We are happy to discuss custom orders in hammock stands, scratching poles and indoor or outdoor hammocks. Before contacting us please have basic design concepts, dimentions, colours and sizing etc etc in mind. Drawings with dimensions are fine for custom scratching poles or hammock stands (Please include width, depth, height, shape, rope inclusions, carpet inclusions, colour preferences etc). We will come back to you and confirm if your grand design is possible and give you a quote.

Hammock stands and Scratching and Climbing Poles (Including CATacular furniture...

The carpet and timber used does vary depending on availibility and there are times that we can be quite limited. We don't have access to all the carpet options in your local carpet shop. Similarly, the timber we receive can vary depending on they type of tree an dwhere we purchase it from. If you want a specific carpet or timber that we don't carry you will need to supply it! In general we try to keep the carpet colours neuteral and that can vary from various shades of creams, beiges, taupes, browns and greys. (Please look over the colours on our scratching poles page to get an idea of what we use)*

The timbers can vary greatly. Again we use our judgement based on previous experience but feel free to clarify and come and view samples if you wish to do so.

NOTE: If you are specific and require clarification it is **your responsibility** to email us with a request to photograph or view the carpet and/or timber we intend to use
BEFORE
making payment. If you are still unsure of the colours once photographs have been sent via email we can post carpet samples at your expense (usually about $5). Postage payment must be received prior to samples being sent.

DO NOT PAY FOR THE FURNITURE IF YOU ARE UNSURE OF THE CARPET COLOURS, OPTIONS OR THE DESIGN.

YOUR POLE WILL NOT BE CONSTRUCTED TILL FULL PAYMENT HAS BEEN RECEIVED AND ONCE IT HAS BEEN CONSTRUCTED YOUR MONEY IS **NON REFUNDABLE**!

WE ASSUME THAT PAYMENT MEANS YOU ARE HAPPY WITH EVERYTHING!

*Other colours are occasionally available so if you want casino carpet, bright colours, Persian carpets or the old school deep reds with flowers we can certainly try but don't hold your breath. If you have access to what you want we are more than happy to use what you supply.)

If you are basing your custom design on a pole that we already sell please confirm any relevant sizing restrictions with us before you get too excited. Some parts including circular tubes/tunnels come in specific dimensions that can't be changed. We are restricted by materials.

Most of our custom made furniture can have slight imperfections. Timber can have knots and marks and we are working with hand tools to create your unique piece of cat furniture. Any slight imperfections won't affect the overall look and functionality of the pole or stand.

Hammocks:

If you require a custom hammock please read the Q & A Sizing (that can be found when you click on ('My Store' - 'Cat Hammocks' - 'Q&A Sizing and Hanging' before sending us the DIMENSIONS and the FABRIC of your custom Hammock.

WE WILL MAKE THE HAMMOCK THE SIZE OF THE DIMENSIONS YOU SEND THROUGH EXCLUDING THE HOOKS. The hooks will add on an additional 8cm each aprox and most people will require 4 hooks for a square or rectangle hammock. Once the hooks are added this should give you the typical Hammock dip but if you want a bigger or smaller dip or have something else in mind this is up to you to work this out. JUST TO REITERATE: We will make the hammock the size of the Dimentions you supply (within 1 -2 cm) - You are better off to supply dimenesions slightly too big to ensure that it reaches ALL sides of your cage/run/enclosure/walls once the hooks are on etc.

DO NOT PAY FOR THE HAMMOCK IF YOU ARE UNSURE OF THE FABRIC, SIZING, SHAPE etc.

YOUR HAMMOCK WILL NOT BE CUT OUT OR SEWN TILL FULL PAYMENT HAS BEEN RECEIVED AND ONCE IT HAS BEEN CUT OUT YOUR MONEY IS **NON REFUNDABLE**!

WE ASSUME THAT PAYMENT MEANS YOU ARE HAPPY WITH EVERYTHING!

WHY WE HAVE THIS PROCESS:

We have put this in place due to people deciding they have changed their mind and should have requested rope poles or they would now prefer a different design or that the shade of carpet we have used isn't what they had in mind. If this occurs after large and often very expensive hammock stand or scratching post has been constructed and we don't have the above in place we are out of pocket hundreds of dollars. As a stay at home mum with a baby I just cant afford to pay for people to change thier minds once they have given the go ahead. I pay the suppliers for these items up front (including delivery fees where necessary) as they won't construct without payment and also so that they can book in a date to deliver. I also don't have the room to store large bulky unwanted items so BE SURE OF YOUR DECISION!

ONCE AGAIN: Please keep in mind that these items are scratching furniture and hammocks FOR A CAT. This isn't your million dollar dream house design or the carpet for your entire house or something that passers by are going to see. The cats will scratch it and get furr on it and sooner or later the poles will probably need to be recovered anyway due to the cats scratching it.

Providing I haven't supplied you with lime green and highlighter pink carpet (and feel free to request a full refund if I do so) does the shade of beige really matter? Light colours are probably not going to remain that way forever and the carpet will eventually shred and frey- isn't that the point? Don't assume that your pole is going to look the same in 6 years time as the day it is delivered especially if you put it up against a window that gets direct sunlight - the carpet will fade! Hopefully a well loved and used pole will mean that the pole is serving its purpose and that your couch does reamin looking new!

Please be sure of every aspect of your order if you are a particular/fussy individual.

If you disagree with any of the above please shop elsewhere. There are plenty of cheap alternatives online but keep in mind that you get what you pay for!