

**GOVERNING TERMS OF SALE**

- All Defining Elegance LLC (www.definingelegance.com) sales shall be governed by the terms and conditions stated herein which supersede any representation or prior communications.
- Prices are subject to change by Defining Elegance without notice. We are not responsible for typographical errors on the web site.

**COLORS AND PRODUCT ATTRIBUTES**

- Photographs, color charts, and other images displayed on DefiningElegance.com are for representation only and are NOT a guarantee of the color or properties of a fabric or product.
- Buyers should be aware that computer monitors can render colors differently.
- Please refer to our "Sample Program" section for details on purchasing swatches and samples prior to your purchase.

**SHIPPING**

At DefiningElegance.com we do our best to ship your order as quickly as possible. Please be aware that:

- Merchandise may be shipped from the DefiningElegance.com warehouse or directly from the manufacturer.
- The average ship time is 1-10 business days for in-stock merchandise.
- Custom, Special Order, and Out of Stock merchandise usually ships in 3 to 6 weeks , but can take as long as 12 weeks depending on the manufacturer and product.
- Shipping time frames indicated on the website are estimates and subject to change.
- DefiningElegance.com will send email notices of estimated ship dates, updates, and tracking information when merchandise is shipped.
- All merchandise sold on DefiningElegance.com is carefully inspected prior to packing.
- **Please inspect your package immediately and report any damaged or defective items within 3 DAYS to 1-800-798-1504 or 973-347-8392.**
- Shipping is free on purchases of \$200 and over to the US and Canada only.  
\$0-25.00.....\$5.95  
\$25.01 - 50.00.....\$7.95  
\$50.01 - 75.00.....\$9.95  
\$75.01 - 100.00.....\$11.95  
\$100.01 - 150.00.....\$13.95  
\$150.01 - 175.00.....\$15.95  
\$175.01 - 199.99.....\$17.95  
\$200.00 & up.....FREE
- Although shipping to Canada is free if the purchase is \$200 or more, Canadian orders may be subject to customs fees depending on the origin of the merchandise. Any customs and broker fees are the responsibility of the buyer and subject to additional charges from DefiningElegance.com at the time Defining Elegance is billed by the carrier.
- International orders (other than Canada) are subject to approval and will be charged a shipping charge to be determined at the time of shipping. Any customs and broker fees are the responsibility of the buyer and subject to additional charges from DefiningElegance.com at the time Defining Elegance is billed by the carrier.

### CANCELLATION POLICY

Cancellation of orders must be reported immediately by calling 1-800-798-1504.

Please be aware that:

- Orders cannot be canceled if an order has already shipped.
- Special Order and Custom products are made-to-order items; therefore, the deposit monies are forfeited if we are unable to cancel the order with the manufacturer or if work has already begun in production.
- Regular orders (items NOT identified as Special Order or Custom) may be canceled prior to shipment. For cancellation of regular orders, a full refund will be issued or the credit card transaction will be voided as appropriate.
- If delivery of any order is refused, orders will be refunded less all shipping and processing charges incurred by Defining Elegance.

### RETURN POLICY

We accept all returns that meet our requirements....and with NO RESTOCKING FEES. Please call our office at 1-800-798-1504 within 5 days of receipt for a return authorization. Please be aware that:

- Return authorization is REQUIRED on all merchandise and rug sample returns.
- Upon approval, DefiningElegance.com will provide you with a return authorization number and return instructions. You will need to print the email document and include it with your return package.
- The return merchandise package must be unopened, unused, unwashed, and in original condition.
- Returns must be shipped to the specified location within 30 days of receipt of goods.
- Unless the return is for a defective or damaged product, return costs are the responsibility of the buyer.
- DefiningElegance.com will process your refund following verification and inspection. Please allow 2-3 weeks for processing .
- Exchanges may be made following the same rules as for returns.
- **Returned merchandise in a damaged or unsalable condition, unauthorized returns, and returns on Special Order, Custom, or fabric yardage will not be considered for a refund.**
- Returns for sample fabrics do not require authorization and should be returned to the address indicated on the packing slip.
- Fabric yardage or merchandise identified as Custom or Special Order are NOT eligible for returns or exchanges.
- To avoid the inconvenience of returning merchandise, please see details on purchasing swatches and samples prior to your purchase using our Sample Program on page 3.

**SAMPLE PROGRAM**

We highly recommend taking advantage of our fully refundable sample program prior to making a purchase. As much as we try to provide the best photography, fabrics will always look differently in person and in your environment when compared to viewing a photograph on-line.

Please be aware that:

- Color is technically defined as a perception. This means that your perception of a fabric color will be influenced by other colors in the room and from lighting, both natural and artificial. You will notice that colors will appear differently during different times of the day. A textured fabric will reflect light differently than a plain fabric.
- Purchasing a fully refundable fabric sample or rug sample is easy and allows you to view and touch fabrics prior to purchasing merchandise.
- Samples are available for purchase for most products.
- Return costs on samples are the responsibility of the buyer.
- Samples are available to view for 15 days or 30 days, depending on the item and are fully refundable when returned.
- If you need for a longer period than the 15-30 days, just let us know. We're flexible.

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