



Warranty

Lanart – Rug Studio`s **1 year** guarantee* covers all workmanship/craftsmanship, including:

- seaming
- carving
- edge finishing

This guarantee does not cover: shedding, discoloration, staining & soiling

* 1 year from the date of original invoice

Order Modifications or Cancellations

Modifications or cancellations to orders must be requested within 2 working days from the receipt of the order confirmation provided by Lanart – Rug Studio. Cancellations and/or modifications will not be accepted past that period.

Merchandise Returns

Custom Rugs

- Due to the custom nature of the order, personalized, custom-made and/or custom size rugs are not returnable.

Custom sized rugs included any sizes not represented as been standard on the price sheets. All round, oval or odd shape rugs, all rugs exceeding 9`x12`. Additional custom rugs are all sizes in the following product lines: Custom Atelier, Argentia, Signature Carved, Signature Kids, Cosmo Carved and Simplicity. All rugs with 2 or more colours in the following products: Urban Shag, Absolute Shag, Kids Shag, Neptune Calling, City Chic.

Standard Rugs

Your satisfaction is our top priority, if you are not completely satisfied with your purchase, we offer a 30-Day return policy from date of invoice on standard rugs (Standard rugs are defined as rugs with standard sizes listed on the Lanart – Rug Studio price list). No returns will be accepted after the 30-day period has expired.

Return with exchange of equal or greater value

*15% re-stocking fee. (minimum \$20, maximum \$100).

If you choose a rug of greater value, the difference in value will be billed to you.

Returns with no exchange

*30% re-stocking fee (minimum \$40, maximum \$200).

Note that amount will be credited to your account not refunded, therefore applicable against your next purchase.

In both cases you will be responsible to return the merchandise at your own expense. We highly recommend you insure your return shipment with the carrier you select to protect against loss or damage in transit. We also suggest you use a traceable carrier.

We are not responsible for lost or damaged packages being returned to us. In addition, you are responsible for filing claims with the carrier you use in case of loss or damaged goods.

The rug must be wrapped in its original packaging (or equivalent).

To qualify for return, all products require a Return Authorization (RA) Number prior to being returned. To obtain a return authorization number please contact our Customer Service department by sending an e-mail to contact@rugstudio.ca or by calling Customer Service toll-free at 1-888-811-4843. You will be asked to supply the invoice number and/or your purchase order number, the reason for the return, and to supply a replacement order if applicable.

Once you receive your Return Authorization Number (RA#) you must clearly indicate this number on your package to ensure proper routing upon receipt.

Returned items must be unused and in the original packaging or equivalent. All returns are subject to inspection by our inspection department. Used items are NOT returnable, exchangeable or refundable. Any item(s) returned in a condition that cannot be resold as new is considered used. NO REFUND OR EXCHANGE WILL BE GRANTED FOR USED ITEMS.

Free goods, received as part of a promotion, are not eligible for return or exchange.

Denied/refused claims

Upon receipt and inspection of your area rug should your claim be denied/refused, you will be asked to make pick up arrangements with the carrier of your choice at your expense.

All denied/refused claims must be picked up within 10 working days. Past this period rug will automatically be discarded with no other possibilities to retrieve or request a credit/replacement for the said rug.

Rugs purchased from Clearance sales

All clearance sales are final sales and no returns are accepted.

DEFECTIVE merchandise returns:

Rugs received with damages or defects must be reported immediately to Lanart / Rug Studio Customer Service. Claims for workmanship/craftsmanship must be submitted within 1 year from the date of invoice. Past that period claims will automatically be refused.

Claims must be submitted in writing to Lanart-Rug Studio Customer Service, preferably via e-mail. You will be asked to provide invoice and/or purchase order number, digital images of the damage or defect along with a clear description of the problem.

Our Customer Service department will guide you through the return process if applicable.

* No merchandise will be accepted without a return authorization number issued by Lanart /Rug Studio Customer Service.

* Authorised returns will be credited to the amount originally invoiced and replacement merchandise will be invoiced the same.

* Lanart Rug Inc. reserves the right to determine if the rug will be repaired or replaced.

* Replacement product selection must be made within 10 business days of request.

Merchandise damaged by freight:

Your rug has been carefully packed to exceed shipping requirements however; on limited occasions, rugs may arrive damaged in transit. Upon reception if your package appears damaged, you must indicate on the freight bill all issues relating to the damage of the package and if possible take a digital picture of the

package/damage. This must be communicated to Lanart/Rug Studio customer service within 24 hours of it's receipt.

If your rug has been damaged in transit we will file a claim with our shipping service provider and make arrangements to have them retrieve the rug. In this case, the rug becomes the carrier's property. Our carrier reserves the right to inspect any and all damaged items.

Rug must not be disposed of without Lanart-Rug Studio's approval. Any rug not available for inspection by carrier and/or Lanart – Rug Studio will automatically become void and will not be credited and/or replaced.

Merchandise damaged in transit and/or refused due to damage must be reported to us immediately.

Any rug damaged in transit and not reported upon reception from carrier will automatically be refused therefore not credited nor replaced.

Lanart/Rug Studio reserves the right to alter this return policy at any time.

Last Update: October 2011