

## **Shipping Policy**

Minimum Order: \$50 Orders ship in a week or less

Exact shipping costs are calculated the day we ship. Shipping costs can generally be estimated at 16% of your order total. However, your actual shipping costs are applied and emailed along with tracking number(s) the day your order leaves our dock, provided you have an email address on file with us. You can trust that your order will be quickly processed and safely delivered. We can ship products anywhere in the United States using the shipping method of your choice. When you place an order we will estimate delivery dates based upon the availability of your item(s), shipping method selected and your shipment's destination. Our shipping charges are determined by the total dollar amount of your order, excluding applicable sales tax. Some products cannot be shipped to international destinations so please submit a message to us from the Contact Us page if you would like to discuss international ordering options. Most in-stock items ship from our warehouse within three business days of the receipt of your order. All backorders are filled in order by the date in which they are received. All shipments are delivered via UPS/FedEx ground, unless you specify otherwise. When prepaying by check or money order, please call for exact freight charges. Actual freight is charged based on weight and dimensions. There is no additional handling fee. We can drop ship to meet your needs. Please note a \$3 drop ship fee will be added to all drop ship orders.

## **Return Policy**

If you are dissatisfied with your order for any reason, you can return your items for a prompt refund or exchange. Refunds for items returned within thirty days of the purchase date will be credited in the same form as the original payment. Refunds for items returned more than thirty days after the purchase date will be in the form of a credit redeemable on your next purchase. The original shipping and handling charges are not refundable. If you have an exchange for the same dollar amount as the original purchase, no additional shipping or handling charges will be incurred. Please mail your package in a prepaid, insured, traceable method to the address below. Slight variations are inherent in our hand-crafted items. A few stray threads in a braided rug or very small missed sections are the norm and do not constitute a flaw. If however, you encounter a large stain, tear or missing section we ask for written notification and offer you a full refund or replacement rug sent at no extra charge.