

Return Policy

Please note there are different policies for handwoven rugs and carpet area rugs

3 Day Money Back Guarantee and Return Policy for Handwoven Rugs

At Landry & Arcari, we hope to help you find the perfect rug for your home, which is why we give you a chance to view any handmade rug in your home for three days. If you decide the rug is not for you, you may return it within three days for a refund, less return shipping charges. The following conditions apply:

- **The three-day return period** begins upon delivery of the rug to the shipping address you provided.
- **Returns after three days are considered exchanges** and are valid for a merchandise credit only.
- **Exchanges are up to 30 Days.** After 30 days, your sale is final.
- **All Customers** are responsible for return shipping and insurance charges. Customers outside the Continental US will also be responsible for any local duty and vat charges.
- **The item must be unused and in the same condition as received** to be eligible for a refund or exchange.
- **Once your return is received** and inspected, we will send you an email to notify you of your return approval or rejection. If approved, we will include a copy of your refund.
- **To return your rug**, you will need to properly wrap and secure it in the original wrapping. If you require new wrapping, don't hesitate to contact us.
- **THIS POLICY DOES NOT APPLY** to custom ordered rugs, carpet and carpet area rugs, custom rug fabrication and alterations of any kind, rug & carpeting pads, wholesale, or trade accounts.

CARPET AREA RUGS AND ROLL GOODS POLICY

All carpet sales are final

Each carpet area rug is made-to-order, which is why all carpet sales are final. Once you place your order, we will contact you via email or phone to confirm the exact dimensions, carpet product, and color before processing your final order. This policy applies to carpet rolls as well.

[Terms of Sale](#)