

Terms of Sale

Landry & Arcari may revise and update these Terms of Sale from time to time at our sole discretion. All changes are effective immediately when we post them. Your continued use of the Website following the revised Terms of Use posting means that you accept and agree to the changes.

Please read thoroughly as there are different terms for handwoven rugs and carpet area rugs.

HANDWOVEN 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.
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CARPET AREA RUGS AND CARPET ROLL GOODS 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.

Shipping - Your new rug will ship for FREE in the Continental United States!

Upon receiving payment in full for your purchase, we will ship at least one individual rug free of charge anywhere in the **Continental United States**. Shipping charges will apply for all other areas. Call us at 978-744-5909 or email at contact@landryandarcari.com to inquire about shipping charges outside the Continental US.

Handwoven rugs are shipped within 2-4 Days upon receipt of full payment either by UPS or a common carrier, depending on the finished size and dimensions of the package. Depending on where you live, the time it may take for your shipment to reach you will vary.

Carpet area rugs generally ship within 4 to 6 weeks upon receipt of payment in full. Shipping times depend on the availability of the carpet and the time to fabricate.

We are not responsible for delays beyond our control, such as trucking, production, supplier, or delays caused by an act of God, natural disasters, or government-ordered shutdown. Your satisfaction is our priority, as we will always do our best to keep you informed of shipment status.

Landry & Arcari does not mark up shipping fees, nor do we charge for packaging or handling if shipped within the Continental United States.

Please call us to arrange your return shipment at 978-744-5909.

Return Shipping Address:

Landry & Arcari Rugs and Carpeting
63 Flint Street
Salem, MA 01970 United States

Warranties

All products on this Website are subject to availability. Many of our rugs are unique, one-of-a-kind pieces and available for sale in our retail showrooms.

All products on this site are sold "As Is." No guarantee or warranty, express or implied, is made of the products, including without limitations its condition, merchantability, fitness for a particular purpose, rarity, or historical relevance.

Colors – we make every effort to display the colors of our products accurately. Please know the actual colors you see will depend on your monitor or viewing device, and we cannot guarantee the color accuracy of your viewing device.