



Custom Rug Order

Minimum custom rug order cost is \$1000. We only offer custom sizes of our hand-made collections. A 50% deposit is required at time of order, which must be in the form of a non-refundable check. **Please complete both pages** and fax to (972)-387-0436 or scan & email to customerservice@loloirugs.com.

ORDER DETAILS

SPECIAL REQUESTS

Ordered By* _____

Company Name* _____

Collection(s)* _____

Design ID & Color(s)* _____

Requested Size(s)* _____

Requested Shape(s). Please Select One*

Rectangle Square Round Runner

I _____ understand this is a non-refundable purchase and that there is a no return policy for custom-made rugs. I also understand there may be a variance of 2'' (+ or -) on the size.

SIGNATURE _____ DATE _____

T (972) 503-5656
F (972) 387-0436

4501 spring valley rd dallas, tx 75244

info@loloirugs.com
loloirugs.com



TERMS AND CONDITIONS

Custom Rug Order

TERMS OF PAYMENT

All new accounts are set up as prepaid. We only accept checks or wire transfers for custom rug orders.

DELIVERY

If no ship date is specified, in stock items will be shipped within 1-4 weeks of when the order is placed and payment terms have been approved by Loloi Rugs. Automatic acknowledgment is sent if a confirmation email address has been provided. No other notification will be sent.

BACKORDERS

Once an order is processed, Loloi Rugs will notify customer of any back orders with an estimated time of arrival. The ETA is an estimate and no guarantee is made as to when the backorders will be ready to ship. Customers must indicate whether or not they want to be notified before back orders are shipped. Back ordered items received within 90 days of order date will be shipped to customer without additional approval unless order was marked to call before shipping back orders.

CANCELLATIONS

Once an order is placed any cancellations must be submitted in writing prior to shipment. Once shipped, all cost of returning the goods is the responsibility of the customer.

SHIPPING

All shipments are FOB Dallas. We reserve the right to use our own discretion as to the carrier to be used on any shipment. All efforts will be made to use the most cost effective shipping method with Federal Express and ABF being our preferred carriers. Customer's preferred carrier will be used if customer

submits an account number for said carrier and agrees to assume all responsibility for transportation costs and shipping damage claims.

SHIPPING DAMAGE

All packages must be inspected upon arrival and any damage claims must be submitted to the carrier. Loloi Rugs will not accept claims for any damage that occurred during shipping.

DEFECTS

All shipments should be inspected immediately upon arrival and any defects should be reported immediately to Loloi Rugs via Return Merchandise Authorization Form submitted to returns@loloirugs.com. Loloi Rugs will process an order for replacement, upon customer's request, and issue a return authorization (RMA) and call tag for the defective merchandise. Loloi Rugs will only accept a defect claim within 7 days of the date of delivery. If upon return Loloi Rugs determines that damage is due to usage and not a manufacturing defect, the customer will be responsible for the cost of the rug plus all shipping charges.

RETURNS (NON-DEFECT)

Rugs:
No returns will be accepted without a Return Materials Authorization (RMA) issued by Loloi Rugs. All returns will be credited to customer's account with Loloi Rugs and refunds are not automatically issued. All shipping charges will be the responsibility of the customer. All unauthorized returns will be refused and returned at sender's expense. Loloi Rugs will only accept returned merchandise within 30 days of delivery. There is a 20% restocking fee on all returns.

Pillows & Throws:

Please select carefully. Loloi does not accept returns for pillows and throws. All unauthorized returns will be refused and returned at sender's expense.

RMA REQUEST

All RMA requests must be submitted on a Loloi Rugs request form. Please contact orders@loloirugs.com for a copy of the form and email back to returns@loloirugs.com.

ACCEPTANCE

The undersigned, jointly and severally, unconditionally guarantee to Loloi Rugs full and prompt performance by Purchaser of all obligations that Purchaser may presently or hereafter have to Loloi Rugs. It is fully understood that the credit extended to Purchaser by Loloi Rugs is conditional upon the full performance by Purchaser of all its obligations to Loloi Rugs, the full execution of which we guarantee.

We further guarantee that Purchaser will reimburse Loloi Rugs for any balances which may be past due, by paying the full balance plus 1.5% finance charges per month, plus any and all collection costs and legal fees that Loloi Rugs may incur in collecting such balances. It is understood that Loloi Rugs' terms of sale are as specified on Loloi Rugs' invoices and the sums of each invoice are due and payable, in US funds, on the due date specified by the Terms. It is understood that returns are only accepted by Loloi Rugs if Purchaser notifies Loloi Rugs prior to the return of the merchandise and obtains a return authorization number. I (we) authorize the release of any information necessary to research my/our credit in order to open this account. In signing this credit application I am agreeing to the Loloi Rugs terms and conditions policy.

I _____ of _____ understand and agree to the above terms and conditions of doing business with Loloi Rugs.

SIGNATURE _____ DATE _____