

## SAFAVIEH WARRANTY GUIDE

### **Safavieh Returns**

At Safavieh, we stand behind all of our products, but from time to time some situations are beyond our control and yours. We offer a limited 30-day warranty with our products unless otherwise stated. This covers damages and manufacturer defects. Here are guidelines for returning our product:

For all online purchases made through an online vendor/retailer please contact the specific vendor/retailer to have them issue a return.

When ordering a Safavieh product online through an online retailer all refunds, exchanges, returns, discounts and cancellations need to be made directly with the retailer. We do not provide extended warranties for our products. Returns and exchanges are made based on the policy of the retailer where our product was purchased. We recommend that you contact the retailer of purchase directly for more information. If you're unsure about where you have purchased from, please contact our team at [cs@safavieh.com](mailto:cs@safavieh.com).

Some items may be final sales. Check with the retailer on the specific terms of such purchases.

### **How do I exchange a damaged Safavieh product?**

To exchange a Safavieh product that was damaged during shipping please contact the retailer where you purchased the item to arrange for an exchange. To ensure a quick resolution please provide your retailer with proof of purchase (invoice), purchase order, tracking number and photos if applicable. Please contact your retailer directly to learn more about their specific return policy.

### **I received the wrong item, color, size; what do I do?**

If there was an error made with the Safavieh product delivered to you please contact the retailer immediately. Safavieh retail partners typically have a 30 day exchange policy. Therefore, you need to thoroughly inspect your product as soon as it is delivered to ensure that any issues can be quickly resolved. Contact your retailer directly to learn more about the terms and conditions of their exchange policy.

### **Do Safavieh products come with an extended warranty?**

We do not offer an extended warranty on Safavieh products. If you have a special circumstance pertaining to a Safavieh product that you would like to contact us about please use the form in the Contact Us section of our website ([Safavieh.com](http://Safavieh.com)) and provide us with complete details on your purchase and the specific reason for your inquiry.

### **How do I exchange a Safavieh product after the retailer's return policy has expired?**

We do not have an extended warranty program, however we do understand that on occasion certain special circumstances call for further consideration. To contact Safavieh regarding exchanging an item after the retailer's return policy has expired, please use the form located in the Contact Us section of our website. Provide us with complete details on your purchase and the specific reason you are requesting an exchange. All inquiries will be handled on a case by case basis. We cannot honor all exchange requests after the retailer's exchange policy has expired.