

TERMS OF TRADE & CONDITIONS

For terms of trade and full terms and conditions visit www.mokumtextiles.com or call 866 523 4437.

RETURNS AND CLAIMS

- 1 An uncut order may be returned, subject to a 30% return handling fee plus return freight cost.
- 2 We cannot accept returns or claims on orders that have already been cut.
- 3 All returns must be arranged via Customer Service, who will organise pickup and return delivery. Credits cannot be arranged until we have received and inspected the returned order.
- 4 Our liability is limited to the original invoice value of the fabric.
- 5 Requests for return or credit will not be accepted after 90 days from invoice date.

WARRANTY

- 1 All of our fabrics pass rigorous performance standards and quality control procedures, and it is our experience that if a fabric has a manufacturing defect, that defect becomes apparent within a short time.
- 2 We will replace within two years of purchase any fabric that is found to be faulty as a result of manufacturing defects and has been:
 - made up to industry standard practices and procedures
 - properly maintained and professionally cleaned on a regular basis
 - applied and/or used normally for its intended residential or commercial installation
 - protected from sunlight damage
 - not subject to third party after treatment
- 3 In addition, we will credit labor charges for fabric found to be faulty within two years from the date of purchase.
- 4 If you wish to make a claim, please contact our Customer Service team. We need to receive two 12 x 18 inch sized samples clearly showing the claimed failure. We independently test all fabric failures as part of our ongoing quality assurance program and for this reason we need to receive your samples.
- 5 Our warranty is extended to the invoiced purchaser only and any claims must be made via the invoiced purchaser.