



endless knot

Terms & Conditions

ORDERS & STATUS

Endless Knot requires all Purchase Orders be placed via email. Endless Knot will send all confirmations via email.

In-stock Anthology and Heirloom orders placed through customercare@endlessknotrugs.com by 3pm EST will ship within 5 to 10 business days from receipt of confirmation.

In-stock Omni orders placed with customercare@endlessknotrugs.com will ship within 3 to 4 weeks from receipt of confirmation.

Made to order Hand Crafted items ordered with customercare@endlessknotrugs.com will ship within 12 to 16 weeks from receipt of confirmation.

CANCELLATIONS

Once an order has been released for shipping, it cannot be cancelled. Please refer to our returns policy for additional details.

All cancellation requests must be submitted via email to customercare@endlessknotrugs.com.

Cancellation is confirmed **only** when Endless Knot notifies you via e-mail that the order has been canceled.

Cancellation requests require the following:

Customer #

Item # (if only some items are being canceled in an order with multiple items)

PO#

SHIPPING

Please inspect all shipments to ensure contents match packing list/Bill of Lading (signing the Bill of Lading confirms the receipt of items shipped).



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FREIGHT RATE

Endless Knot shops for the best shipping carrier to ensure the most cost effective and efficient rates available.

Most orders ship regular parcel ground service unless deemed to be non-parcel based upon the order size or shipping characteristics.

Additional charges apply for expedited service.

Freight rates are calculated based on weight, dimensions, ship to location (residential/non-residential), and quantity, **rather than on a percentage of invoice amount.**

Freight Quotes are good for 30 days and are for business deliveries. Any additional services, such as residential delivery, lift gate carry off, or white glove service requested by you or your customer, will be charged to your account and will be your responsibility to pay. In addition, it is your responsibility to give us correct shipping information when requesting a freight quote.

All shipments that require special service at the time of delivery (Lift Gate, Inside Delivery, etc.) will incur additional charges. Endless Knot will process orders based on the requirements placed by the customer.

SHIPPING CRITERIA

All items ship immediately based on availability, unless you have requested the order to ship only when all items are available.

If you have a preferred carrier, please notify us and specify whether we should use your 3rd party account # or Ship Collect.

All shipments may be subject to additional fees and charges during or after shipment based on final charges assessed as necessary to complete delivery. These charges will be billed to the customer.

All P.O. Box and APO shipments must be less than 70 lbs. and less than (or is it at least) 5 feet in length for rugs and ship USPS. Otherwise, orders will be held to confirm shipment to physical address.

International Shipping: We require a 3rd party account # to ship internationally and outside of the contiguous United States. Any charges billed to Endless Knot will be charged back to the customer.



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Returns & Claims - Rugs & Broadloom

Endless Knot stands behind every product it sells with a goal of 100% satisfaction for you, the customer. Should you not be happy with your purchase, for any reason, you can return it by calling for authorization.

RETURN AUTHORIZATION

All returns require a Return Authorization (RA) number to ensure fast processing and refund. Any item received without a return authorization number will not be eligible for a full refund of the purchase price nor for any applicable freight charges.

Return Authorizations can be obtained by calling toll free **800-674-3424 ext. 1** or by email at **customer care@endlessknotrugs.com**.

Three attempts are made by freight carriers for free pick up. If a product isn't available for pick up, additional charges incurred by Endless Knot shall be charged back to the customer.

All returns must be re-packaged in a manner similar to how it was received. Reasonable care must be taken to ensure the merchandise is packaged in a way to avoid damage while in transit back to us.

The Return Authorization number must be visible and legible on the outer packaging for fast identification. Illegible or missing return authorization information will delay and could void any refund or credits due. For your protection, always retain copies of any tracking information you receive.

Return Authorizations are valid for fifteen (15) days from the date of issue. If the merchandise is not returned within fifteen (15) days, the Return Authorization shall be cancelled and it will be presumed the merchandise is being kept and you accept responsibility for payment in full.

DEFECTIVE MERCHANDISE

While Endless Knot quality control is the most stringent in the industry, we do recognize that, from time to time, manufacturing defects do occur. In those instances, returns are accepted with no restocking fee. Also, the return shipping fee is waived provided proper return authorization has been issued and applied to each return.

Call **800-674-3424** or e-mail **customer care@endlessknotrugs.com** to request a Return Authorization. Please note, that upon return, if the specified defect cannot be found and documented, the return will be subject to a 25% restocking fee and all applicable freight charges. You may be asked to provide pictures of the defect to avoid the possibility of a restocking charge.

VISIBLE FREIGHT DAMAGE

If freight damage is visible at the time of delivery, please refuse to accept delivery and notify Endless Knot Customer Care department immediately **800-674-3424 ext. 1** or via e-mail at **customer care@endlessknotrugs.com**. The freight company will be contacted, and a claim will be filed by our Claims Department. If an item is refused due to freight damage, a credit will be issued once the claim has been resolved with the freight carrier.

CONCEALED FREIGHT DAMAGE

If any freight damage was not visible at the time of delivery, please notify the Endless Knot Customer Care department (**800-674-3424 ext. 1** or via e-mail at **customer care@endlessknotrugs.com**) immediately upon discovering the concealed damage but no later than five (5) business days from delivery. We will issue a return authorization and contact the freight company for immediate pick-up. If an item is refused due to freight damage, a credit will be issued once the claim has been resolved with the freight carrier.