



CUSTOM ORDER TERMS AND CONDITIONS

Variation in Size: Since all rugs are completely handmade, variations of up to 4 inches can occur in length and width. While variations are usually not this large, please allow for the possibility when ordering custom sizes. We will do our best to meet specific size restrictions indicate those here: _____

Variation in Color: We cannot guarantee an exact color match as colors will always vary slightly due to variations in wool porosity and hand spinning technique.

Delivery Date: Dates are estimated in good faith and to the best of our ability, but are only approximate. We cannot be responsible for delays in delivery and delays are not grounds for order cancellation. On average, hand knotted rugs will take 4-9 months depending on size. Flat weave and tufted rugs will take 2-4 months depending on size. SHIPPING TIME IS ADDITIONAL. Opting to pay for air freight (approximately \$3/sq ft) will shorten delivery time substantially. **Indicate Delivery Method (Air or Sea):** _____

Manufacture: All custom orders are woven according to the same high standards as our regular collections. As each piece is a handmade work of art, it is understood that any irregularities are due to the human element involved in weaving and we cannot be held responsible for normal, minor irregularities within industry standards.

Deposit: A non-refundable 50% deposit is due prior to initiation of project. No returns or cancellations of custom orders will be accepted. Balance is due upon delivery.

Claims: All claims must be filed in writing and accompanied by photos within 2 weeks of receipt of carpet. No credit will be allowed without written authorization by The Persian Carpet, Inc. For any complaint, we reserve the right to clean/repair the rug before any adjustment or replacement can be approved.

Photo Approval: Client needs to initial here that they have seen a photograph of the design they are ordering and agree that the design number is correct. **Initial:** _____

Signature

Date

Please sign and date to acknowledge approval of your attached custom order and acceptance of these terms. Please feel free to contact us with any questions or concerns at 919-489-8362.