

Returns / Exchanges

Return Policy

Jaipur Living proudly stands behind every product we sell with a goal of 100% satisfaction for our customers. From time-to-time, there may be an issue with one of our products. We have outlined our return policy to ensure that any and all problems are efficiently resolved in a timely manner. **Please inspect your order carefully upon receipt with the driver present. Any damage should be refused at the time of delivery and noted by the carrier.** Please note the steps to our return policy below:

Return Address:

Jaipur Living, Inc.
Attn: Returns Department
1800 Cherokee Parkway
Acworth, GA 30102

All Returns

- Items in original condition may be returned within **60 days** of receipt with a **15% Restocking fee.**
- No returns accepted on Pillows, Poufs or Throws.
- All Clearance items are Final Sale and non-returnable.
- Product must be returned in the original or equivalent packaging.
- Jaipur does not accept returns on any item after 60 days from receipt.
- **Any item returned without an RMA can be refused at the customer's expense.**
- For your protection, we recommend that all shipments be sent back with a traceable return number and proper insurance.
- Once the item is received and inspected at Jaipur, a credit (not including freight) for the item will be issued to your account. If you maintain a prepay account and require a check to be issued, please contact our accounting department to request a check refund at 888.676.7330 or email us at ar@jaipurliving.com.
- An RMA number must be clearly marked on the outside of the package for all returns including sample returns.
- RMA numbers can be obtained by emailing returns@jaipurliving.com or through Jaipur Living's Customer Service department at 888.676.7330.
- **Please note that a 3% credit card fee will be charged/deducted on all returns if original form of payments was a credit card on all non-defective/damaged rugs for Prepay customer.**

Non Defective Returns/ Merchandise Adjustment

- • Jaipur's products are made by hand. Colors may vary slightly between dye lots and individual rugs. Slight pattern irregularities are normal in handmade items.
- • The customer is responsible for all freight charges associated with receiving and returning any non-defective product.
- • No returns will be accepted after 60 days. A 15% restocking fee applies per item, with a minimum fee of \$15.00, not to exceed \$500.00 per item.

Defective or Damaged Returns

- • Upon receipt of your merchandise, please inspect and open the package thoroughly with the driver present. **Goods damaged in transit must be refused at time of delivery.** It is possible that the outside packaging is intact while the product inside was damaged in transit – particularly with hand-tufted products.
- • Photos may be required on all claims.
- • **If unable to open and inspect immediately at the time of delivery, please write “Subject to Inspection” on shipping documents before signing for delivery.** Please note clearly any obvious issues or signs of damage such as torn packaging, rips, etc.
- • If damage is not noted at time of delivery, call the carrier to amend the Bill of Lading prior to returning the shipment. The shipping company or Jaipur Living cannot be held liable if BOL/Shipping document is signed and damage is not noted by the receiver.
- • Verify your BOL/Shipping document for number of packages and note any items which have not been received.
- • Please call customer service immediately at 888.676.7330 and notify us that you have received/refused a damaged item.
- • A reorder for the damaged/defective item will be processed once a new PO/request is submitted in writing.
- • Note: Forklifts are not used in Jaipur facilities and are not to be used when storing or moving rugs.
- • We accept Visa, Mastercard, Discover and American Express (Jaipur Living does not charge credit card fees on invoices paid with credit card). Credit Card Fax# 678.551.6678