

## Return Policy

### Cut Yardage

- It is your responsibility to inspect fabric for flaws, color and pattern correctness, and dye lot prior to cutting. No returns will be accepted once fabric has been cut. This policy includes fabric shipped to a workroom.
- **Silk fabrics and fabricated product are not returnable.**
- Purchased quantities of less than 10 yards cannot be returned.
- You may return cut yardage in the quantity purchased within 30 days of the invoice date provided that it has not been cut and the purchased quantity exceeds 10 yards.
- **A restocking fee of 25% plus freight** is charged for all accommodation returns.

### Fabricated Products

- Custom products may be returned for defective fabric or workmanship within 30 days of the invoice date.
- Products that do not meet Carole quality standards will be repaired. The product will be remade if a repair is not possible.
- Carole takes no responsibility for faulty installation, mis-measurements, incorrect fabric specification or alteration by any other workroom.

### Drapery Hardware

- In-stock hardware items may be returned within 30 days of the invoice date for accommodation credit. All parts must be intact and in the original carton. A 25% restocking charge will apply.
- **Custom cut hardware cannot be returned.** This includes Forest Drapery Hardware, Kirsch Drapery Hardware, Paris Texas Hardware, Magnolia, Legends and Profiles.

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## Fabric Information

### General Fabric Information

- Fabric can be affected by climatic conditions such as varying humidity, causing fabric to expand or contract after installation.
- Fluctuations in moire, antique satin and casements are normal.
- Fabrics do wear out. This varies with use and location.
- Many fabrics have a degree of bias in the printing or weaving. Plaids, checks, horizontal stripes and open weaves may not match at the seams. Repeats on these are not guaranteed to match from pleat to pleat or fold to fold.
- Banding fabric should be matched to the weight and content of the face fabric. Select fabrics that crease easily. Avoid light weight and slippery fabrics.
- Fabrics will deteriorate from prolonged sun exposure. Line all draperies with quality linings. Add interlining in cases of extreme exposure.
- Keep upholstery away from direct sunlight.
- Silk is woven from natural fibers. Slubs and irregularities in the weave are normal. These enhance the beauty of silk. Silk fibers will accept dyes differently, resulting in possible color variation within the bolt. It is also more susceptible to sun fading and is not guaranteed against fading or color fastness.

## Returning Merchandise

If you have merchandise you wish to return, call Customer Care at 800-241-9723.

Specify to the associate:

- What you wish to return
- Invoice number
- Why you wish to return it
- Sales Order number
- How many boxes you will use to return it

### PLEASE NOTE:

- Photos are required for review.
- Returned product has to be clean and free of debris.
- Once reviewed and approved, Carole will email shipping labels to attach to the packages.
- Packages without authorization labels will not be accepted.

## Fabric Availability

This alphabetical fabric listing includes SKUs from Simplicity By Design Sixth Generation. Over time, patterns may phase out. Always check fabric availability online at [carolonet.com](http://carolonet.com).

### Back Orders & Fill Rate

Carole Fabrics strives to maintain a 95%+ fill rate on orders. If a back order occurs, we will email or call to keep our customers updated.

### Fabric Reserves

Fabric may be placed on hold for five business days through our cut order department at 800-241-2700. You will receive an "On Hold Reference Number." Refer to this when placing your order. Fabric holds **cannot** be placed on [carolonet.com](http://carolonet.com).

### Discontinued Fabrics

Fabrics not listed in the Retail Fabric Price List are discontinued. Please check [carolonet.com](http://carolonet.com) or call Customer Care to check for any remaining stock. A master list of discontinued fabrics and colors is available on our website under Sales Tools / Discontinued Lists. Please immediately remove all of the fabrics listed from your library.