

TOURMALINE HOME

TERMS & CONDITIONS

- All new accounts are required to provide credit card information at time of order placement. Unless noted, credit cards will not be charged until order is ready to ship.
- All custom orders require A 50% NON-REFUNDABLE deposit at time of order placement.
- All orders are final after 7 days. Cancellations after 7 days will be subject to a 25% cancellation fee.
- If credit card on file is declined and immediate action is not taken to remedy payment, the customer may incur a transaction fee.
- Customers who do not accept a shipment agree to pay a the shipping fees, plus a 50% restocking fee.
- Returns will be accepted on goods received damaged provided we are notified in writing within 5 days of receipt of the order.
- Requests for returns for any other reason must be made in writing within 5 days of receipt of order. Return shipping fees, other than for damages, will be the customer's responsibility.
- A monthly finance charge will be added to any past due invoices. All accounts on payment terms are subject to review and revocation. All net accounts that are past due will incur additional late fees.
- Customers who do not accept shipments agree to pay a shipping fee plus a restocking fee of 50% for the entire order. We are not responsible for delays due to causes beyond our control.
- Due to the nature of the natural fabrics and handmade workmanship, some irregularities in color and design may occur and cannot be considered damaged.
- All items are made to order. Lead times vary from 2 - 10 weeks.
- Prices may change without notice.
- Images from the website may not be used by any party without written approval and consent from Tourmaline Home.
- We are not responsible for delays due to causes beyond our control.