

THIBAUT

Shipping Policy

Fabric, Wallpaper & Trim Orders

After your order has been submitted online, processed and payment approved, Thibaut ships in-stock products within 2-3 business days excluding weekends and holidays. Your product will ship via FedEx Ground unless otherwise specified. Wide Width Wallcoverings cannot be ordered online and must be ordered through Client Experience.

Orders placed on Thibaut's website may only be shipped to the continental U.S., Alaska & Hawaii. We cannot change the address of your order once it has shipped.

Please note that FedEx orders cannot be shipped to a P.O. box or APO/FPO address, Puerto Rico, or Guam.

Expedited Shipping

Expedited shipping methods (FedEx Overnight Air or 2nd Day Air) may be selected on your product orders at time of checkout. Please note we cannot guarantee that your order will ship same day. Orders placed after 12pm EST will ship out the next business day.

Memo Sample Orders

Memo samples orders placed on Thibaut's site will be sent within the continental U.S., Alaska & Hawaii via USPS at no charge to you. Please note larger sized samples come at a small fee, however you will not be charged for postage. Unfortunately, we cannot offer expedited shipping on your sample order at this time, however, should you require special arrangements, please contact a Client Experience team member.

For our **US West Coast** customers (AZ, CA, CO, HI, OR, TX, UT, WA) all sample orders submitted before 3pm EST typically ships same day, via FedEx 2nd day at no charge to you.

Transit Times

Your online order will typically ship within 2-3 business days from the time you submit. Typically, memo sample orders received before 12 noon EST will be processed the same day.

Our transit times are based on USPS and FedEx posted delivery days and we cannot guarantee receipt of your order in the stated number of days if there are carrier issues, inclement weather, or other factors out of our control. Although we verify the address of your online order, please be sure to double check the shipping address before submitting. Transit delays or lost packages often result from an inaccurate address.

NOTE: Due to the current pandemic, courier services like FedEx will no longer guarantee delivery times, and will not issue compensations due to late deliveries. Please ensure that you allow sufficient time between placing your order and your deadline.

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Domestic Shipping Via FedEx

Standard Ground	1-5 Business Days
Second Day Air	2-3 Business Days
Overnight Air	1-2 Business Days

Freight & Delivery Cost

Freight & Delivery cost may vary depending on the weight of your order. The weight of the product you choose will automatically calculate once you select the appropriate variations and quantity. Each individual order may not exceed 150 lbs, and we recommend you place separate orders online should your cart exceed 150 lbs.

Sales Tax

Thibaut is required to collect and remit sales tax in your state UNLESS you provide a valid (unexpired) resale tax certificate. If you provide a resale tax certificate, we will enter that information into our database, and you will not be charged sales tax for shipments into your home state. Please keep your records up to date, you may send all valid resale certificates along with your Thibaut Trade account # to salestax@thibautdesign.com. Please note that a business license is not a valid resale tax certificate.

Sales tax is based on the ship-to address and the amount of tax charged on your order will depend on the origin and the destination of the shipment. The sales tax charged will be calculated when your order is placed and will reflect applicable state and local taxes. Factors can sometimes change between the time you begin the checkout process and the time the order is placed, which could affect the calculation of sales tax. The sales tax amount applied to your order during the checkout process is our best estimate and may differ from the amount ultimately charged. If an item is subject to sales tax in the state to which the order is shipped, tax is generally calculated on the total selling price of each individual item, which can include shipping and handling fees.

Thibaut is not required to collect sales and use tax in all states. If tax has not been calculated on your order, that does not mean that you do not have to remit use tax in your state. You will need to check with your states Sales Tax Office to see if you are required to remit use tax on the items that you have purchased. We do not accept or supply final destination forms. State taxing authorities do not recognize such forms in a sales tax audit.

Tracking Your Online Order

You may view your online order history, status and tracking information in My Orders. Please note tracking #'s may take 1-2 days before updating, please check back before reaching out.

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Backorder

Thibaut proudly maintains 95% of all stock at all times in our distribution center. In the event your item is on backorder, you will be notified at the time of checkout the current availability. Backorder ETA's may be located on the product page notes. Should you have any questions regarding your backorder, please contact our Client Experience team at cs@thibautdesign.com.

International Shipments

For international shipping inquiries, please contact our Client Experience team at cs@thibautdesign.com.

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Returns, Exchanges & Claims

Wallpaper Returns

Double rolls of wallpaper are returnable with a return authorization (RA) within 30 days of invoice date if unopened and in sellable condition. To obtain an RA please provide the following information to Client Experience:

1. Invoice or reference number
2. Reason for return
3. Quantity to be returned

If the reason for the return is an error or defect, a call tag will be emailed for shipping at no cost to you. If the return is for any other reason, the amount of the return freight is deducted from the amount of the credit due. Please include your RA number on the outside of the package as well as on the inside.

All accepted returns are subject to a 25% restocking charge. **Note: Wide Width Wallcoverings are non-returnable.**

Fabric and Trim Returns

Thibaut Fabric is only returnable if defective or sent erroneously. See below for information for how to report defective merchandise.

Thibaut Fine Furniture Returns

Furniture and custom pieces are not returnable unless there are non-repairable defects in quality or construction. Requests for return are reviewed carefully by our TFF (Thibaut Fine Furniture) team on a case-by-case basis. Contact the furniture team for assistance.

Defective Merchandise Returns

While all our products are carefully inspected, some defects get through. We ask that you carefully inspect all materials upon receipt. The final approval of materials before installation is that of the customer. Labor claims after installation cannot be honored.

If a wallcovering flaw is discovered after the rolls are opened and partially hung, the paperhanger should stop immediately and contact Thibaut. As a gesture of goodwill, we may reimburse up to \$200 to a professional installer who is unable to finish the job as planned due to defective product. The \$200 is issued in the form of a credit to the account associated with the product ordered. It is the responsibility of the designer to inform the client of the stop work order and why.

If a defect is discovered after the wallpaper is all or partially hung, a claim form and photographs must be submitted to claims@thibautdesign.com for review. Claim forms may be requested from our claims email address or by contacting Client Experience at cs@thibautdesign.com.

Upon receipt of actual returned defective goods (inspected and verified) credit will be issued.