

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.

Orders placed on Thibaut's website may only be shipped to the continental U.S., Alaska & Hawaii. Please note that 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 **U.S 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.

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.

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 CS@thibautdesign.com

Contact Info

Client Experience // Orders and Returns (Wallpaper & Fabric only)

Phone: (973) 643-1118, menu 1 Fax (973) 643-3050 Email: cs@thibautdesign.com

Credit Department // Accounts Receivable–Invoices and Statements

Phone: (973) 643-1118, menu 4, option 1 then option 3 Fax (973) 643-2324

Sales Administration // New Accounts, Name or Address Changes to Existing Accounts

Phone: (973) 643-1118, menu 4, option 1 then option 5 Fax (973) 643-9405

Email: salesadmin2@thibautdesign.com

Thibaut Fine Furniture // Orders and all Furniture Related Questions / Concerns

Phone: (973) 643-1118, menu 2 Fax (866) 252-8622 Email: info@thibautfinefurniture.com

THIBAUT

Return Policy

Wallpaper Returns

A call tag and Return Authorization (RA) number is required to return wallpaper. Please obtain an RA number by calling customer experience with the following information:

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

Once you are issued an RA number, a call tag will be emailed to you to initiate the return process.

- All requests for returns must be made within 30 days of invoice date
- All accepted returns are subject to a 25% restocking charge
- Refused packages are subject to a 25% restocking fee

Credit will NOT be issued for the following reasons:

1. Returns made after 30 days
2. Returns of fabric, samples and single wallpaper rolls
3. Merchandise returned in an unsaleable condition
4. Incorrect material returned

Fabric Returns

Custom orders are not returnable unless there are defects in quality or construction.

Thibaut Fine Furniture Returns

All orders are custom and not returnable unless there are non-repairable defects in quality or construction.

Defective Merchandise Returns

While all our products are carefully inspected, the ultimate responsibility for final inspection and approval of the materials before installation is that of the customer. Labor claims 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 starts and is unable to finish the job as planned due to our defective product. It is the responsibility of the designer to inform the client of the stop work order and why.

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If a defect is discovered or 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 calling our customer service department.

Once returned defective goods are inspected and verified, credit will be issued or product will be replaced.

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Phone: (973) 643-1118, menu 2 Fax (866) 252-8622 Email: info@thibautfinefurniture.com