

Return & Cancellation Policies

Returns

No return may be made without first obtaining a return authorization number from Milliken & Company. For any rug that is returned for any reason other than a Milliken & Company validated warranty claim, there is a 25% restocking fee based on the rug's purchase price. Rugs must be returned freight pre-paid with a return authorization number. At Milliken & Company's election, you may be required to field destroy any rug you wish to return, in which case you will be charged a 25% processing fee based on the rug's purchase price.

Cancellations

You may cancel any order without a restocking charge if you cancel the order within 24 hours of submitting the order. All orders canceled thereafter may incur a restocking fee as noted below.

If you cancel an order after production has begun or been completed, as determined by Milliken & Company in its sole discretion, a 20% cancellation fee based on the rug's purchase price shall be charged. Note that most orders are put into production soon after you submit the order.

Orders may not be cancelled once the order has been loaded onto shipping trailers or after being shipped.

Should Milliken & Company fail to meet a ship date it has quoted to you, you may cancel the order without penalty; provided however, if you have affirmatively accepted a revised ship date, cancellations shall again be subject to the terms and fees above.