

ORDERING & SERVICE

Customer service representatives staff the incoming toll-free telephone lines Monday through Friday 8:30 am to 5:00 p.m. EST. Our FAX line is available 24 hours every day. You may order online at www.colonialmills.com. The ordering process will be expedited if the following is available:

1. Your customer number.
2. Style, color, quantity and actual size of product(s).
3. Sidemarks, if required.

Please refer to our return policies.

IMPORTANT!

Be sure order is recorded properly to avoid a restocking charge upon return and replacement. It should be read back to you.

NO MINIMUM ORDER

There are no minimum order requirements. However, all shipments are subject to a minimum freight/handling charge of \$10 per shipment.

SALES REPRESENTATIVES

If you require in-person service, please notify us at (800) 343-9339. One of our representatives will contact you.

UNDERLAY

It is highly recommended that an underlay be used at all times to prevent slipping, dye transfer, and to prolong wear.

WARRANTY

30-day warranty against any manufacturing defects on all products.

CUSTOM ORDERS

A large portion of our business continues to be in custom designed braided-texture area rugs and accessories. We have made it easier than ever to address this growing and profitable area by developing our Custom Design Services. We do ask that these orders be mailed, emailed or faxed for confirmation purposes. Call our in-house designer for free assistance.

SHIPMENTS ARE LESS THAN 5 DAYS

Our normal shipments are less than 5 days from receipt of your order.

FREIGHT

UPS and FedEx are the preferred carriers. Most shipments can be delivered via these companies. If a carrier, other than these is to be specified, it must be done at the time of order. All transportation is at the risk of the buyer and any claims for loss or damage in transit shall be solely against the carrier. Address corrections are subject to a \$25 charge.

SPECIAL HANDLING

For any "rush" order or any express delivery service, a \$25 charge will be added.

IMAGES

Images are available to customers for promotional purposes. These images are the property of Colonial Mills and can only be used in a manner deemed acceptable by Colonial Mills.

SPACE-DYED YARNS, DYE LOTS, SIZES, HANDMADE VARIATIONS

It is inherent to the manufacture of our products that variations to dye lots, size, and handwork exist.

Space-Dyed Yarns: Space-dyeing is a yarn dyeing technique in single or multi-color spaces along a given linear length in either repeat or random types of patterns. We have adapted this very special technique to the design of braided-texture area rugs. The result is a totally unique look in which different areas of a rug will have greater or lesser amounts of color/colors. The process is random and assures that no two rugs will be exactly alike. It is this randomness of color positioning that makes the space-dyed braided-texture area rugs and accessories beautifully charming and totally unique.

Dye Lots: All of our yarns and fabrics are dyed to our specifications from "natural tones." In any textile fiber, the natural base or the sequence in dyeing may differ from time to time; tolerable variances are to be expected.

Size Variations: Our products are virtually hand-made without precision machinery. Therefore, variations due to size of braid or handwork may cause sizes to vary \pm 3% to the listed size. Over time, certain yarns and fabrics also have a tendency to 'relax' or 'settle,' which can add up to 2" to the dimensions of a braided-texture rug but does not affect any other aspect of its quality.

Handmade Variations: All of our products must begin and end. This process is the function of the machine operator or sewer. Each have their own trademark. Color changes are made during bobbin changes and are not imbalances in the product.

All the above properties are inherent to the homespun look and are evidence of its handmade quality. Returns cannot be authorized because of them.

LABELS

Labels contain important information. Please instruct your customers to follow all advice regarding rug care printed on our labels.

CREDIT

Complete form: Please complete our credit form if this is your first time ordering. To expedite your first shipment please pay via credit card. Orders will not be processed on accounts with balances over 60 days and credit status changes are the reserved right of Colonial Mills.

Late payment charges: All invoices paid after the due date will be assessed a minimum \$10 late payment charge or 2% per month (24% per annum).

NSF Checks: All checks "bounced" by the writer's bank or those that cannot be cashed for any reason are subject to a \$25 NSF charge. Checks subject to a required redeposit are also subject to the NSF charge.

PREPAYMENT

Customers not eligible for terms must prepay with a credit card before shipment will be scheduled.

TERMS/DISCOUNTS

NET 30, F.O.B. Factory: Our terms are net 30 days from the date of invoice (date of shipment), F.O.B. our factory in Pawtucket, R.I. No anticipation is allowed. Prices are exclusive of all taxes and subject to change without notice. Colonial Mills reserves the right to alter the above terms due to credit standing or otherwise.

Seconds sold "as is": Products sold on an "as is" basis; seconds or others are specified as such. No returns can be accepted or terms altered after shipment.

Cancellation: A customer may cancel an order without charge if order is cancelled by 5:00 p.m. EST of the following business day (grace period). A \$25 cancellation charge will be applied after the grace period. Shipment date is considered sold date and, therefore, the goods are owned by the customer and subject to collection.

RETURNS

Restocking charge may apply. In the unlikely event that merchandise is defective due to inadequate workmanship or an error on our part, we accept all responsibility without charge to the dealer. Only merchandise credits are allowed; no cash refunds. If, however, merchandise is to be returned for reasons other than this, the greater of a 30% or \$25 restocking charge will be applied. Merchandise in this category must be returned freight pre-paid. All returns must be in the same condition as when delivered.

Custom Products: Custom-made products cannot be returned.

Damage in Transit: All merchandise is sold F.O.B. factory and any claims of damage in transit must be presented to the carrier.

Return Authorization Number and Packing: We reserve the right to refuse any delivery which does not have a return authorization number. Merchandise returned without an authorization number sidemarked to the package will be charged the restocking charge. Merchandise must be returned in package strength equal to or greater than 6 ml. polywrap. If return is due to damage, original packing must be enclosed.

Time Limit: Returns must be authorized within 30 days of invoice date.

Rug Repair: We offer rug repair at a price to be determined upon inspection by us. The customer agrees to pay all freight charges. Any used rug sent back for repairs must first be professionally cleaned.

DROP SHIPMENTS

We will drop ship to your customer. We often drop ship products directly to a consumer's address. This saves handling on the part of the dealer and passes that responsibility to us. There is a \$5 per order handling charge for this service.