

# couture

lamps ♦ home furnishings

## Terms & Conditions

<b>Minimum Order</b>	Order Minimum is \$500.00.
<b>Payment Terms</b>	<b><i>Credit card is required for all orders.</i></b>
Info Needed	We must have a signed credit card authorization form, sales tax permit, and new customer information form (if new customer) on file to process an order.
Pre-payment	We accept “cash in advance” orders. No partial payment or COD.
Credit Cards	We accept the credit cards listed below. Charges are applied on the day of shipment. Please use our credit card authorization form.



<b>Shipping</b>	Couture Lamps is a ship-as-ready company. Orders with in-stock goods will be shipped within 7-10 days, with approved payment. <i>All backorders will ship automatically as product becomes available.</i> Backorders will remain open for six months after original shipment date. Any cancellations of backordered goods must be received in writing - and confirmed by Couture. Without such acknowledgement, customer assumes all responsibility.
<b>Customer Service</b>	To assist you as efficiently as possible, we provide answers to the most frequently asked customer service questions, including order status and technical support. If you require the assistance of one of our customer service professionals, please call our toll-free number – Monday – Friday 8 a.m. to 5 p.m. Central. If we are not available at the time of your call, please leave a detailed message. We'll get back to you promptly. Calls received after hours will be returned the next day.  Customer service: (toll-free): 888.213.9375 Fax: (toll-free): 888.213.9375 Email: <a href="mailto:customerservice@couturelamps.com">customerservice@couturelamps.com</a>
<b>Damages</b>	Inspect orders upon arrival for damage. File claim with our customer service department within seven days of your original invoice date. Images of damaged merchandise maybe requested in lieu of damaged merchandise being returned.
<b>Cancellation Policy</b>	<i>All cancellations or changes to orders must be sent via fax or email. All changes to orders must be placed within 48 hours prior to shipping. <b>All returns for reasons other than damage or defect are subject to a 25% restocking fee, plus all applicable shipping charges.</b></i> All returned products must be 100% complete in original packaging. If return guidelines are not followed, full credit will not be issued.
<b>Disclaimer</b>	All illustrations and specifications in this catalog are based on the latest product information available at the time of printing. Couture Lamps reserves the right to discontinue or closeout items without advance notice. Prices are subject to change; <i>we do not make price adjustments for previous purchases.</i> Descriptive, typographic, or photographic errors are subject to correction. Content images of Couture Lamps are fully protected by copyright and are not to be reproduced in any manner without written permission. Various designs shown in this catalog are protected under one or more of the U.S. Patent, Trademark and Copyright laws.