



French  
American  
Wallpaper

## Terms & Conditions

Return this form to your purchasing showroom  
or to [orders@frenchamericanwallpaper.com](mailto:orders@frenchamericanwallpaper.com)

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### Payment

French American Wallpaper (FAW) accepts payment by credit card or check. For trade account orders, we ask that payments be made by check. Payments with a credit card incur a 3.5% fee which is added to the payment total.

Due to the bespoke nature (printed on demand) of our product, all sales are final and no returns are accepted. An order must be paid for in full before it can be initiated.

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### Lead-time

You can expect delivery of your full order in 6-10 weeks.

Although FAW attempts to give reasonable estimates of anticipated delivery dates, actual delivery dates might be subject to circumstances beyond FAW's control. FAW has the right to extend any and all lead times to ensure care and craftsmanship.

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### Cancellation

All orders can be canceled within 24 hours of order confirmation. Once this grace period has expired, an order cannot be canceled.

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### Custom orders

Each customized order will require a production proof to be approved, signed and dated by the Client, which will be used for color control, before the full order can be processed.

FAW charges \$250 for custom coloring per design (which includes up to 2 proofs).

Any additional proof required will be charged at \$125 each.

Client initials: \_\_\_\_\_ (for custom only)

FAW can design fully original artwork for a Client's project. Inquire for more details.

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### Color variation

Due to the nature of our printing process and differences in equipment, inks and other conditions, a reasonable variation in color between samples, proofs and the completed job is to be expected. When a variation of this kind occurs, it will be considered acceptable performance.

**Samples are examples and should not be considered a direct representation of the final print.**

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### Scale variation

Some of our designs were created as murals therefore the scale may change depending on the print size required for your project. The scale of a sample may or may not be representative of your final print. FAW will always provide a digital mock-up, and then a printed proof for approval in the event of a scale change.

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### Substrate

A substrate is a surface or material the design is printed on. We have a variety of substrate options available which differ in thickness. If your space has many outside corners, using our standard substrates may cause bubbling where corners wrap. It is the Client's responsibility to choose the appropriate substrate for their specific installation. If you feel this could be an issue we are happy to advise the most appropriate substrate for you.

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### Measurements

FAW is not responsible for providing accurate measurements, wall dimensions or elevations. FAW recommends, if possible, measurements to be taken by a professional interior designer, architect or wallpaper installer. Providing drawn elevations is the best way for FAW to estimate accurate quantities.



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### Installation

FAW is not responsible for the wallpaper installation, nor for the damages to the wallpaper and/or the Client's walls during the installation process, maintenance and operation. We recommend only using a professional installer and a clear pre-mixed paste such as Roman Pro-543 for installation. We recommend using a blank stock paper under metallic or lightweight grounds. We do not recommend the use of clay based pastes.

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### Incorrect merchandise

All items are inspected before shipping, however, should there be a meaningful discrepancy in pattern, color-way, or substrate, please contact us within 10 calendar days. It is the Client's responsibility to verify the delivered goods.

**Once the product is installed, it is no longer returnable.**

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### Damaged goods

All items are inspected before shipping, however, should the goods be damaged during transit, please contact us within 10 calendar days. Keep all original packaging and please provide photos of the damage.

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### Intellectual property

All designs created by FAW, and created by FAW on behalf of a Client, remain the intellectual property of FAW.

**Orders will not be processed until this document is dated, signed and returned to French American Wallpaper.  
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**Date and Client signature:**