

Return Shipments

E.031720.v1

Return shipments may be returned only if authorized by Tapetex in writing, which may be given or withheld in its sole discretion.

No returns are accepted in case of

- After 60 days date of invoice.
- Deliveries under 50 linear meters (55 linear yards).
- Roll(s) cut by the customer.
- Product where Tapetex does not have stock left in the same production lot.
- Product out of a samplebook which is discontinued or will be discontinued within 3 months.
- Product which has been specially processed in any way at the customer's request.

Return application

The customer has to detail:

- Original invoice number and date.
- Quality, production/roll number(s), linear meters or linear yards.
- Reason for return.

Return Authorization Number (RAN-Number)

If Tapetex agrees with the return a RAN-Number is issued and the conditions are:

- The return must be effected within 2 weeks after the date RAN-Number.
- Goods must be well packed and insured for invoice value.
- Return through a courier service prepaid delivered free warehouse Helmond.
- A proforma invoice to be issued by the customer and submitted to Tapetex for approval prior to shipping out.
One copy with the consignment and one copy to info@tapetex.com.
- Any additional costs, duty and taxes charged to Tapetex are charged back to the customer.
- After receipt goods will be inspected. If okay a credit will be issued less 35% re-stocking fee.