

## HOW TO ORDER

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## ORDERING A RUG

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Once you have chosen the design, size and color, please let us know your decision by email to: [info@jtpfeiffer.com](mailto:info@jtpfeiffer.com).

All orders are accepted under the present Purchasing Policy that is applicable between you and **JT.PFEIFFER**.

Every order will be customized to the client needs. Our team will be pleased to assist you through the entire process. You may reach us through our WhatsApp number: +54 9 11 4400-1904 or e-mail: [info@jtpfeiffer.com](mailto:info@jtpfeiffer.com), at any time.

## PAYMENT METHODS

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Payments can be made through **wire transfers** and **PayPal**.

## RETURNS

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**ITEMS cannot be cancelled, changed, returned or refunded**, once the initial payment is made. A non-refundable 50% deposit will be charged when you place your order.

## MANUFACTURING PROCESS

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**Manufacturing process starts 72 hours after 50% payment.** In the event that the manufacture of your carpet takes longer than estimated you shall be informed by email.

## TRANSPORTATION

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Transportation costs and shipping details will be informed prior to shipping. Such costs will vary depending on the rug size, weight and delivery address.

**We have a door-to-door delivery service that ships directly from the factory to the designated address.** The carpet will be delivered to the front door via one of our preferred carriers.

## INSTALLATION

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**Installation is not provided by JT.PFEIFFER.** Please refer to our maintenance and care guide.

**PLEASE NOTE THE LISTED INFORMATION BELOW, BEFORE PLACING YOUR ORDER**

## ONE OF A KIND PRODUCTS

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Many **JTP** products are artisan crafted. Given their handmade and hand-finished nature, variations are to be expected and celebrated. Each item is unique and no two are exactly alike. Images on our websites and items shown in our galleries may vary from your actual piece.

## ORDERS

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Orders begin production immediately upon order placement and are built to your specifications. As a result, the item(s) cannot be cancelled, changed, returned or refunded at any time. A non-refundable 50% deposit will be charged when you place your order.

## RUG SIZES

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**Standard:** The most common rug sizes are:  
3x5, 5x8, 8x10, 9x12 and 12x15 feet.  
90x150, 150x240, 240x300, 265x 365, 365x460 centimeters.

**Customizable:** The different-sized rugs can complement the furniture and decor in any given space. We'll also look at how to measure floors and determine the right size of the rug.

## PRICE

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The price is including VAT and other fixed costs but excluding local or regional sales or other taxes. Not included in the prices indicated at our budget variable costs like: costs for transportation, credit card costs, local or regional sales taxes, and other levies and online payments. **JT.PFEIFFER** is entitled to increase the price indicated in the event that before delivery sales taxes or other government levies are being changed or imposed. There may be errors in the prices, descriptions or images of certain merchandise, and we reserve the right to restrict orders of those items and correct any errors, inaccuracies or omissions.

## PRICING & INFORMATION DISCLAIMER

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Our goal is to provide accuracy in all prices, delivery rates and other information. All prices in our source books and online are in U.S. dollars and are subject to any applicable taxes according to state and local laws. Availability, prices and delivery rates are subject to change. There may be errors in the prices, descriptions or images of certain merchandise, and we reserve the right to restrict orders of those items and correct any errors, inaccuracies or omissions.

## PAYMENT

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Payments can be made through wire transfers and PayPal.

## PRODUCT AVAILABILITY

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We make every effort to display the most current and accurate product availability information. We will notify you via email in the event that a product's availability date changes.

## SHIP-TO ADDRESS

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It is your responsibility to ensure that all ship-to address information is correct. This is particularly important if you have multiple residences.

Transportation costs and shipping details will be informed prior to shipping. Such costs will vary depending on the rug size, weight and delivery address.

## PREPARING FOR FURNITURE DELIVERY

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It is your responsibility to ensure that all furniture items will fit through any access points such as doorways, stairways, hallways, elevators and around corners into the desired location.

## FORCE MAJEURE

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All quoted completion and delivery dates are estimates only.

**JT. PFEIFFER**, shippers and manufacturers shall not be liable for delays in completion or shipment or default in delivery for any reason of force majeure or for any cause beyond reasonable control including, but not limited to, government action, war, riots, civil commotion, embargoes or martial laws, Manufacturer's inability to obtain necessary materials from its usual sources of supply, shortage of labor, raw material, production or transportation facilities or other delays in transit, labor difficulty involving employees of Manufacturer or others, fire, flood or other casualty, or other contingencies of manufacture or shipment. In the event of any delay in Manufacturer's performance due in whole or in part to any cause beyond Manufacturer's reasonable control, Manufacturer shall have such additional time for performance as may be reasonably necessary under the circumstances. Acceptance by Buyer of any goods shall constitute a waiver by Buyer of any claim for damages on account of any delay in delivery of such goods.

## RISK OF LOSS

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Delivery of goods to carrier shall be deemed delivery to Buyer, and thereupon title to such goods, and risk of loss or damage, shall be Buyer's. Any claim by Buyer against Manufacturer or carrier for shortage or damage occurring prior to such delivery must be made in writing within seventy-two (72) hours after receipt of shipment and accompanied by original transportation bill signed by the carrier noting that the carrier received the goods from Manufacturer in the conditions claimed.

## INSTALLATION

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**JT.PFEIFFER** does not provide installation. Please refer to our maintenance and care guide.

## INSPECTION

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We guarantee that the products are properly delivered at the address indicated. However, you must take care that on your behalf someone is present upon delivery of the carpet. You must check that upon delivery the packing is in good condition. If not, do immediately check whether the carpet is undamaged. Shall you detect any damages please take pictures as extra proof and inform **JT.PFEIFFER** immediately, by email and provide us all relevant information including photo evidence.

## RETURNS

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A **JT. PFEIFFER** standardized and customized carpets are made in accordance with your specifications and choices, therefore rugs cannot be returned. Only if the carpet has visible damage upon arrival or a manufacturing error, will you have the right to repeal or send the carpet back to the manufacturer to get it fixed, if possible, or exchange it. Shall this issue present itself, we urge you to immediately contact us providing all relevant information including photo evidence.

*The specified size of a carpet may vary slightly by a few centimeters.*

*Receiving a carpet with slight variations in color does not qualify for return. Images and colors displayed on our website and through your screen are indicative and can deviate from reality. This may be due to a slight distortion of images or colors by photography and/or video display in use. To avoid disappointment, you may order a sample of your carpet, which must be paid by the client.*

All returns must be approved in advance by **JT PFEIFFER**. Items must be returned in original and unused condition with original packaging. Please make sure that items are well packed and insured for the full amount. A restocking fee may apply to any order not received in good condition. Shipping costs are non-refundable, and all costs for return shipment are the responsibility of the customer. Exchanges will incur additional shipping charges. Returns are not accepted after 7 days from receipt of order at your shipping address.

Please e-mail us at [info@jtpfeiffer.com](mailto:info@jtpfeiffer.com) and include your order number and a list of the item(s) you are returning.