

Ordering

You may order through our website. All orders are accepted under the present Purchasing Policy that is applicable between you and JT PFEIFFER INC.

Manufacture / Delivery

Manufacturing process starts 48 hours after payment, only during this time you may terminate your order. In the event that the manufacture of your carpet takes longer than estimated you shall be informed by email. In case the delay exceeds 3 months, you may cancel the order without any cost.

Our website manufacturers are located in Nepal. 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 or using FedEx services.

Price / Transportation cost / Payment

Price

***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 e-commerce are variable costs like: costs for transportation, credit card costs and local or regional sales taxes and other levies.

JT. PFEIFFER INC. is entitled to increase the price indicated in the event that before delivery sales taxes or other government levies are being changed or imposed.

Transportation

For any carpet you will be charged transportation costs. The height of the contribution depends on the size of the carpet and the delivery address. The amount due shall be indicated on the order form.

Payment

We allow payments via PayPal and Stripe, allowing most credit cards. We will charge you a part of the estimated credit card costs upon ordering which amount shall vary in accordance with the total payment to be made and shall be mentioned on your order form.

Inspection

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, do NOT accept the delivery and have the delivery company take back the product. In case of damaged packing and/or carpet, do take pictures as extra proof. Inform JT. PFEIFFER INC. immediately by email and provide us all relevant information including photo evidence.

Returns

A JT. PFEIFFER INC. standardized and customized carpets are made in accordance with your specifications and choices. For that reason we cannot accept a carpet to 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- all costs will be covered by JT. PFEIFFER INC. 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 colours by photography and/or video display in use. To avoid disappointment, you may order a sample of your carpet, more information on this located on our website.