

DELIVERY & RETURNS



DELIVERY

At **JT. PFEIFFER**, we are committed to providing excellent service and a unique and memorable delivery experience.

To ensure a successful delivery, please confirm that all items will fit through any access points such as doorways, stairways, hallways, elevators and around corners into the desired location.

SHIP-TO ADDRESS

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.

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

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

SCHEDULING YOUR DELIVERY

You will be contacted when your items are ready and prompted to schedule your delivery. We ask that you take receipt within 30 days. At the time of scheduling, please notify JT of any special delivery requirements. This includes, but is not limited to, the need for small trucks to navigate narrow roads and driveways, restricted delivery time frames due to local ordinances, gated entry access, proof of insurance for high rise and condominium buildings, multiple flights of stairs and service elevator reservations.

PRODUCT AVAILABILITY

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.

FORCE MAJEURE

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

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

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

WHAT TO EXPECT ON DELIVERY DAY

Please note that we are unable to unpack. We ask that you inspect your item(s) before our delivery professionals leave your home.

INSPECTION

We guarantee that the products are properly delivered at the address indicated. However, you must take care that on your behalf someone (an authorized adult, 18 years or older) 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 and we will guide you through.

ITEMS cannot be cancelled, changed, returned or refunded at any time. A non-refundable 50% deposit will be charged when you place your order.

RETURNS

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 and include your order number and a list of the item(s) you are returning.

email

info@jtpfeiffer.com

Showroom

Buenos Aires
Av. Alcorta 3035, #7
Buenos Aires, Argentina
+54 9 11 4400 1904

Web

jtpfeiffer.com

IG

[jt.pfeiffer](https://www.instagram.com/jt.pfeiffer)