

Wholesale Return Policy

Thank you for choosing Decorative Films LLC as your window film supplier. We strive to provide quality products and excellent customer service. Please review our wholesale return policy carefully before initiating a return.

1. Eligibility for Returns:

- We accept returns for full rolls of window film only. Partial rolls or custom slit rolls will not be considered for return.

2. Restocking Fee:

- A 25% restocking fee will be applied to all returns. This fee is designed to cover the costs associated with processing and restocking returned merchandise.

3. Return Timeline:

- Returns must be initiated within 30 days of the original invoice date. Returns sent after this period will not be accepted.

4. Final Sale products:

- The following films, regardless of size or quantity, are considered "final sale" and do not qualify for returns. Please ensure that you carefully review and confirm your order before completing the purchase.
 - Casper Cloaking Technology
 - Solyx iQ Custom Manufactured Films
 - Made-To-Size & Cut-To-Size
 - Skyline Design Film Studio

5. Shipping Charges:

- Customers are responsible for any shipping charges on their return. We will deduct the original shipping cost of each box being returned from your refund. In addition, orders that qualified for free shipping will be deducted what the cost would have been if the original order was charged for shipping. **You may also choose an alternate shipping method to return your order.**

6. How to Initiate a Return:

- Please email processing@decorativefilm.com with the order number that needs to be returned, the quantity being returned, and the reason for the return. Alternatively, you may give us a call and we will assist you.

7. Return Shipping Instructions:

- When shipping the return, please ensure that the items are securely packaged to prevent damage during transit. Include a copy of the original invoice inside the package.
- Should you opt for your own return shipping method, please use the following address:

Decorative Films LLC
Attn: Returns Department
3909 Cornell Place,
Frederick, MD 21703

8. Refund Process:

- A refund for the price of the merchandise minus the cost of shipping will be made if merchandise is returned to us in usable condition. No refunds will be made if merchandise has been cut or if the backing has been peeled from the film or if the merchandise is in less-than-perfect condition.
- Once the returned items are received and inspected, we will process the refund within 2 business days. The refund will be issued to the original payment method used for the purchase, minus any applicable restocking fees and shipping charges.

9. Damaged Film

- If it looks like you have received a damaged or defective product, please send photos of the damage to info@decorativefilm.com along with your order number. We will do whatever we can to assist you.

10. Contact Information:

- If you have any questions or concerns regarding our wholesale return policy, please contact our Order Processing Department at processing@decorativefilm.com.