

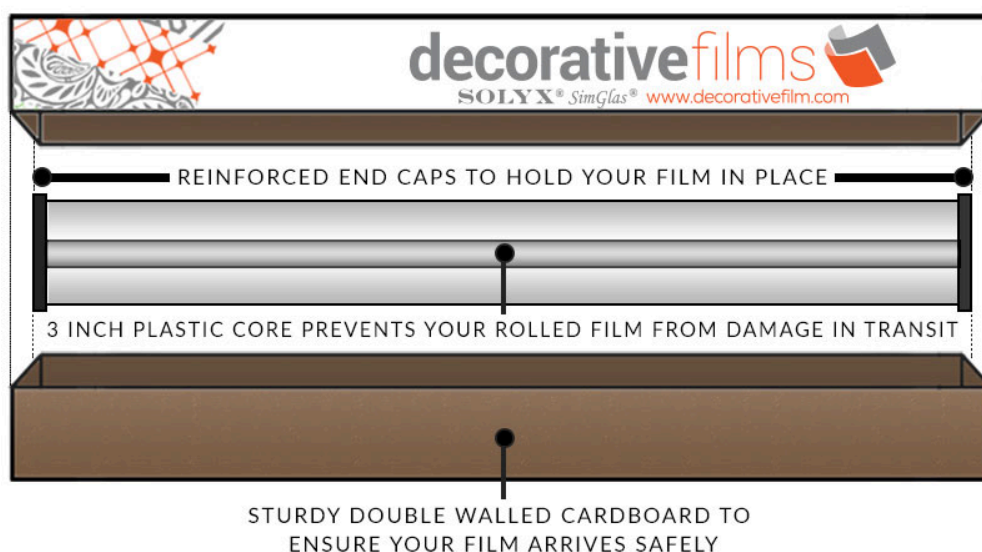
SHIPPING INFO

FREE UPS GROUND SHIPPING ON ORDERS OVER \$849.00!*

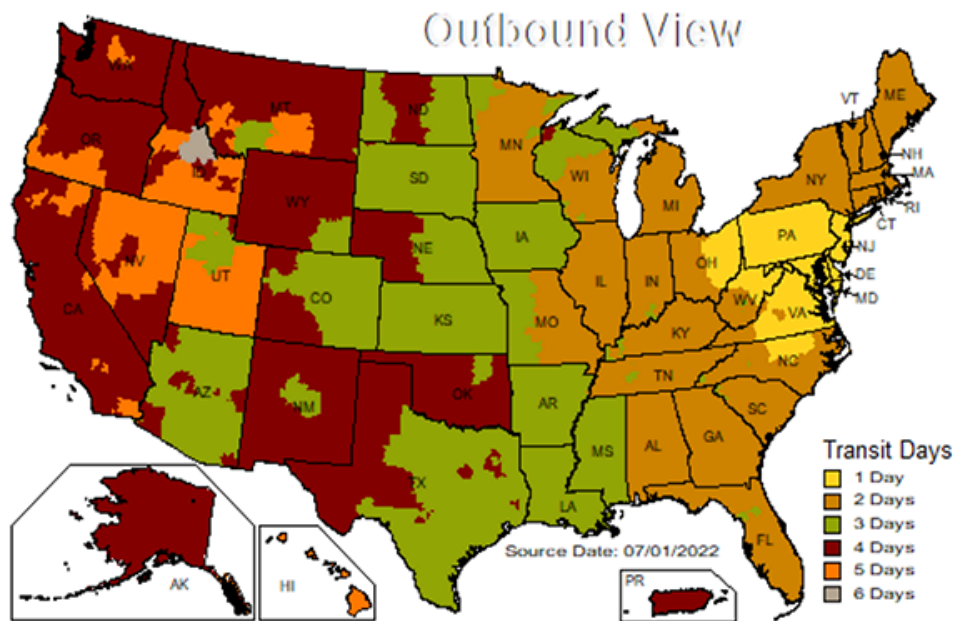
*Applies to wholesale orders only.

WEB ORDERS

All of our **Decorative Films** ship in our **specially designed box** constructed to pass and exceed all UPS Shipping Lab standards. First your film is rolled onto a **durable 3 inch plastic core** and placed in a **plastic sleeve** to keep your film clean and provide extra protection, next your roll is fitted with **reinforced end caps** to hold your film snugly in place. Finally, your film is placed inside our **sturdy double walled cardboard box** and sealed to ensure your film arrives safely and un-damaged.



Most orders ship within 1-4 business days from our warehouse in Maryland. Some made to size orders could take longer depending on ongoing projects. Please allow at least 5-7 days lead time for made to size orders. **Cutoff time for any orders being shipped faster than UPS Ground (i.e. Next Day, 2nd Day, etc.) is 1:00pm EST.** For UPS Ground orders, we ask that you allow 1-6 business days in transit to receive your order (unless otherwise requested). Please refer to the UPS Ground transit map below for a more accurate Ground shipping transit time to your location (Domestic) from Maryland. Please note, these times are an estimation and cannot be guaranteed.



SAMPLE REQUESTS

Most of our film samples are 5" wide x 7" high, with Gradient film samples being 4" wide x full height.

Wholesale customers may order up to 10 free samples per project. You may order as many samples as needed, however additional samples are charged at \$0.68 per sample. At checkout you will receive an automated credit for the first ten samples ordered (~\$6.80).

We ship all sample requests from our Maryland headquarters. Wholesale customers with an account on decfilmdealer.com receive complimentary sample shipping. All other sample orders are shipped via UPS 2nd Day Air for a flat rate shipping fee of \$5.75.

Expedited shipping options are also available at checkout for an additional shipping fee.

If you need it overnight, this is an available option during checkout.

Note: This offer is valid for Sample orders in the 48 contiguous US states; UPS Ground or UPS Surepost apply to AK/HI sample shipments. Standard shipping rates apply for other purchases. You may order up to 5 free samples per project. You may order as many samples as needed, however additional samples are charged at \$0.68 per sample.

SHIPPING PROMOTION

LIMITED TIME FREE UPS GROUND SHIPPING ON ALL ORDERS OVER \$849.00 DURING PROMOTIONAL PERIOD

During promotional periods, we offer the following:

FREE UPS GROUND SHIPPING ON ALL ORDERS OVER \$849.00 Add over \$849.00 worth of items to your cart, select the "Free UPS Ground Shipping on Orders over \$849.00" shipping option during checkout, and submit your order for Free UPS Ground Shipping. Orders placed before 3:00pm EST may ship the same day. Some restrictions apply:

- Limited time

- *Contiguous United States only (the Lower 48) & excludes PO boxes*
- *May not be combined with any other orders*
- *Transit times are not always guaranteed*

NOTE: *Please note, shipping promotion does not apply to sample orders.*

INTERNATIONAL SHIPPING

Before placing an order to ship to a location outside the United States, go to the bottom of our site and click the small flag icon to select your country. Then, click "continue shopping " to proceed with your order.

WHAT IS YOUR RETURN/REFUND POLICY?

If you are not completely satisfied with our product, please request a return within 30 days of receipt of your order. A refund for the price of the merchandise minus the shipping cost will be made if the merchandise is returned to us in usable condition. Restocking fees apply to all returns.

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. The following products are considered "final sale" and do not qualify for returns: Casper Cloaking Technology, Solyx iQ Custom Manufactured Films, Made-To-Size and Cut-To-Size Products, Skyline Design Film Studio

Restocking Fee:

All product returns are subject to a 25% restocking fee, which covers the costs associated with processing and restocking returned merchandise.

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. Orders that receive a free shipping promotion will also be charged for the initial shipping costs. You may also choose an alternate shipping method to return your order.

How to Initiate a Return:

Please email processing@decorativefilm.com with the order number associated with the return, the quantity being returned, and the reason for the return.

View our shipping policy for more information on returns and refunds.