



# STORE POLICIES

By purchasing products from Fawn and Forest™ you agree to the following terms and conditions.

## Your Account

You are responsible for ensuring the confidentiality of your account and password and for restricting access to your computer, and you agree to accept full responsibility for all activities that occur under your account or password. If you are under 18, you may only use fawnandforest.com with the assistance of a parent or guardian. fawnandforest.com reserves the right to refuse service, terminate accounts, remove or edit content, or cancel orders at their sole discretion, at any time, for any reason.

## Sales Tax

Fawn and Forest™ is located in beautiful sales-tax-free Oregon and charges no sales tax on any orders shipped within the United States. You are expected to comply with your state's current laws regarding internet purchases.

## Returns

Your satisfaction is very important to us. We're happy to offer a 30 day satisfaction guarantee on most items with no restocking fees! Most merchandise purchased from fawnandforest.com may be returned or exchanged for store credit or a full refund (minus shipping costs) within 30 days of delivery. Product must be in perfect condition along with all original packaging intact. Returns must be pre-authorized by calling 1-800-385-0703 or emailing us at service@fawnandforest.com. Returns should be properly packed and sent at the customer's expense to the address we provide you during authorization. Shipping costs will not be credited or refunded. fawn&forest will not be held responsible for returned items lost in transit. Therefore we highly recommend returns be sent via a traced and insured shipping method.

\* Examples of non-returnable items at Fawn&Forest are sale items, furniture, rugs, custom made, and made to order items. They cannot be returned, exchanged, or refunded. If you are unsure whether or not the items you are interested in can be returned, please call us at 1-800-385-0703 or feel free to email us at service@fawnandforest.com.

Returned items purchased with a free shipping offer or promotion will have the standard cost of shipping subtracted from the refund amount.

## Damages / Defects

Claims for damaged or defective items must be filed within 3 business days of delivery. Please inspect your items immediately upon delivery and note any damage claims with the shipper and report any damage claims to Fawn&Forest at 1-800-385-0703. A minimum of 3 digital photos of damaged products must accompany claim. Claims received after 3 business days of delivery will not be processed. Please keep all damaged packaging materials including the box which the shipment arrived in along with all inside contents. Please understand that packaging materials must be kept in the event that an item is damaged. If packaging materials are not kept Fawn&Forest cannot process a damage claim.

## Warranties

All products are covered by the warranty policies of their respective manufacturers. If you have questions about the warranty for a specific product, or if you have questions on how to make a warranty claim, please contact us..

## Order cancellation

Most orders can be canceled without a cancellation / restocking fee as long as the items are not in the process of shipment. Items that are in the process of shipment cannot be canceled. Furniture, rugs, custom made, and made to order items cannot be canceled after 24 hours of placing an order. Sale items cannot be canceled after order is placed.

## Contact / shipping information

Please be careful to provide accurate and reliable contact and or shipping information when placing your order at fawnandforest.com. Any charges or losses incurred as a result of our inability to reach you, or inaccurate information are the sole responsibility of the customer.

## 15% Interior Designer and Architect Industry Discount.

Fawn and Forest™ offers a trade discount to qualifying Interior Designers and Architects who are furnishing a nursery, child's room, or play area. Orders must exceed \$2,000 in total.

1. Create an account on fawnandforest.com.
2. Email us at service@fawnandforest.com. You will need proof of membership in AIA, ASID, or other industry organization and your Federal Tax ID or Resale Tax Certificate number and the user name of you fawn&forest account.
3. Upon approval, we will change your account status so that your order total is automatically discounted.

## Discounts + Promotions

Discount codes cannot be combined with other store discounts or promotions. Occasionally, Fawn&Forest offers special promotions which include free products on orders over a certain dollar amount. Cancelled orders or returned items related to these promotions will be refunded in full minus the retail price of the promotional item unless the promotional item is sent back in new perfect condition at customers expense.

## Website Images

Website images and colors may appear differently on different monitors.

## Changes to terms and conditions

Fawn and Forest™ reserves the right to make any changes to this site and its policies, terms, and conditions without notification.

## User Warranties

In placing an order, you warrant that you are at least 18 years of age and that you are providing accurate, true, and complete information and that you have the authority to place the order.

## Warranties

All products are covered by the warranty policies of the their respective manufacturers. If you have questions about the warranty for a specific product, or if you have questions on how to make a warranty claim, please contact us..

## Disclaimer of Warranties

You expressly understand and agree that your use of this site is at your sole risk and that this site is provided on an "as is" and "as available" basis. fawnandforest.com makes no representations or warranties of any kind, express or implied, as to the operation of this site or the information, content, or products included on this site.

We attempt to provide current and accurate information on our web sites, email and telephone communications. We do not, however, warrant that this information is correct, accurate or complete.

While we make commercially accepted best efforts to maintain the security of customer transactions, its liability in cases of third party theft or misuse is limited to the funds which we have already collected in reference to the customer's most recent order.

## User Warranties

In placing an order, you warrant that you are at least 18 years of age and that you are providing accurate, true, and complete information and that you have the authority to place the order.

## Indemnification agreement

You agree to indemnify and hold harmless Fawn and Forest and fawnandforest.com and its officers, directors, employees and suppliers, from any claim, demand, action or damage, including reasonable attorneys' fees, made or incurred by any third party arising out of or related to your use of this site.

## Termination

We reserve the right to terminate your account and restrict your use of this site if we have reason to believe you have violated any of these terms and conditions, including providing us with false information.