

## Return Policy

### Returns:

All returns and exchanges must happen within 30 days of purchase. All items must be accompanied with a copy of our original invoice, this will ensure prompt credit. We will not be responsible for any merchandise without this information.

### Items that are non-returnable:

- "Split Bolts" of wall covering, and handprints
- Sections of scenic, grounds
- Flocks or glass beaded wallcovering
- Vinyls
- Yard/ Meter goods
- Digital Prints, Custom orders and samples

### Restocking Fees:

There is a 30 % restock fee on regular paper and 35% restock fee on natural products (grass cloth and cork etc.), unless there is a manufacturing defect. We recommend ordering a sample of all patterns. All items must be returned in good condition. Unopened and uncut rolls will only be accepted. Be aware of lot/batch numbers. Orders shipped are not guaranteed to match previous orders unless confirmed with an associate with a cutting for approval (CFA). Factory merchandise is subject to factory inspection and approval.

### Special Orders:

Must be returned within 14 business days. Customer is responsible for the freight in and freight back out to our mill(s).

### Refunds:

All credit must be issued back on the original credit card that was used for the purchase. If the order was paid for via check or cash, a check for the amount due will be issued within 2 – 3 weeks of the date the refund was requested.

### No Credit:

Will be issued for more than 3 strips of wallcovering hung on a wall. The customer will be responsible for inspecting the wallcovering received. We will do everything to ensure your order is correct.

### No claims for labor will be allowed.

Any material that is not able to be re-sold and/or is not in its original conditions is NOT returnable. Cut, torn, pre-trimmed or previously glued material is not an acceptable return. Astek Inc. reserves the right to refuse a return if does not fit this criteria.

We value for your business and look forward to continuing to provide you the finest quality wallcoverings available.

Thank you,  
Management

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/CUSTOM DESIGN AND DIGITAL PRINT