

Order and Return Policies:

IMPORTANT: MAGNOLIA COMPANIES SELLS WHOLESALE TO THE TRADE ONLY

If you have an established account with us, we will check your account credit and ship your order as usual. If there are any outstanding invoices on your account, your orders will be held until payment is received. If your orders are typically processed with a credit card, please be sure to include the relevant information on the order form.

If you are a **decorator** but you do not have an account with us, please contact our Sales Department for information required to establish an account or to locate the nearest showroom in your area. You will be referred to a sales representative in your area in order to finalize your account setup. If you are in an area where we do not have sales representation, we will ask you to fax or mail to us a new account application, company letterhead and copy of business license prior to establishing your account. Once your credit history is cleared and an account is established, you may place orders with our customer service department using your account number.

Dye Lots: Dye lots may vary from one shipment to the next. If an exact dye lot is required, please contact the customer service department. We will obtain from you the proper information and do our best to meet your needs. We offer free cuttings if necessary and will hold yardage for you for up to 7 days. We cannot be responsible for dye lot issues if you have not advised us prior to your order having been placed.

If you have any questions, please ask them prior to ordering. You can reach us at 1.662.841.2000 Monday through Friday, 8:30 – 5:30 central time. If you prefer, you can fax questions to us at 888.841.1267.

RETURNS:

No returns will be authorized by Magnolia after 30 days of invoice date. No exceptions will be made.

Before an order can be returned, the customer must contact Magnolia Customer Service Department to obtain authorization. If an order is returned without authorization, Magnolia will ship the order back to the customer at the customer's expense.

PLEASE INSPECT ALL ORDERS ON RECEIPT! Once an order is cut or sewn, no returns will be accepted for any reason, no matter the party in error.

Orders to be returned due to customer error will incur a 30% restocking fee; no credit will be given on outgoing freight; returns to be at customer's expense; no returns of 10 yards or less will be accepted for any reason.

Orders to be returned due to Magnolia error will be picked up at our expense and full credit will be issued.