



Sales Terms and Conditions

Woven Treasures Web Site

July 2020

YOUR USE OF THE WOVEN TREASURES' WEBSITE IS EXPRESSLY CONDITIONED UPON YOUR ACCEPTING AND AGREEING TO THESE TERMS OF USE.

1. Limitations of liability

Subject to applicable law, including with respect to liability for personal injury or non-waivable statutory rights under Pennsylvania law, in no event shall Woven Treasures, its owners or its employees be liable to the user with respect to use of this Site, the content or the materials contained in or accessed through the Site, or any damages that result from mistakes, omissions, interruptions, deletion of files or email, errors, defects, viruses, delays in operation or transmission or any failure of performance, whether or not resulting from acts of god, communications failures, theft, destruction, or unauthorized access to Woven Treasures' records, programs or services; and be liable to the user for any indirect, special, incidental, consequential, punitive or exemplary damages, including, without limitation, damages for loss of goodwill, lost profits, loss, theft or corruption of user information or the inability to use the sites or any of their features. The user's sole remedy is to cease use of the Site.

2. Intellectual property/trademark protection, Software and Content

The intellectual property rights in all content made available to the User on or through this Site remains the property of Woven Treasures and are protected by copyright laws and treaties around the world. All such rights are reserved by Woven Treasures. The User may store, print and display the content supplied solely for his/her/their own personal use. The User is not permitted to publish, manipulate, distribute or otherwise reproduce, in any format, any of the content or copies of the content supplied to him/her/them or which appears on this Site nor may the User use such content in connection with any business or commercial enterprise.

3. Pricing and payment terms, including shipping and cancellations

a) Pricing

The price of Woven Treasures products is as quoted on the Site from time to time. Prices do not include VAT and exclude shipping costs; both will be automatically added to the total amount due when the User view the items in the shopping cart and have selected the chosen delivery method. Prices and delivery/shipping costs are liable to change at any time, but changes will not affect orders in respect of which Woven Treasures has already sent to the User the order confirmation message.

Woven Treasures
2221 Grays Ferry Ave Philadelphia, PA 19146
Phone: (215) 546-8448



The Site contains many Woven Treasures Products and it is always possible that, despite our best efforts, some of the Woven Treasures products listed on the Site may be incorrectly priced. We will normally verify prices as part of our dispatch procedures so that, where a Woven Product's correct price is less than our stated price, we will charge you the lower amount

b) Payment

Payment for all orders must be made by credit or debit card on the checkout page. Woven Treasures accept payment by most major credit and debit cards.

The User should be aware that online payment transactions are subject to validation checks by their card issuer and Woven Treasures is not responsible if their card issuer declines to authorize payment for any reason. Woven Treasures also carry out a standard pre-authorization check on each payment card, and Woven Treasures will not send the ordered product until this pre-authorization check has been completed. Please note, it is possible that the User's card issuer may charge an online handling fee or processing fee, for which Woven Treasures is not responsible.

c) Sales Tax

Sales tax on the merchandise total is charged for items shipped to the following states and US territories: AL*, AR*, AZ*, CA*, CO*, CT*, DC*, FL*, GA*, IA, ID, IL*, IN*, KS*, KY*, LA*, MA, MD*, ME*, MI*, MN*, MO*, MS*, NC*, ND*, NE*, NJ*, NM*, NV*, NY*, OH*, OK, PA*, RI*, SC*, SD*, TN*, TX*, UT, VA*, VT*, WA*, WI*, WV*, WY and Puerto Rico*.

States and US territories marked with an asterisk also collect taxes on shipping charges.

Except as otherwise noted, all sales are made by Woven Treasures, and the local sales tax of the delivery destination is also charged. All sales shipped to Pennsylvania locations are made by Woven Treasures, and the sales tax is based on the location where the order was received. The local sales tax of the delivery destination is also charged. Orders delivered to California locations are F.O.B. destination point which means title passes in California.

d) Buy online pick up in store

Choose "pick up in store" when placing your order. We will email you when your order is ready. Stop by the store, pick your order up and go.

After you choose the item's color and/or size, you will be able to select it for pick up at check out if the item is available. Most of our products are eligible for in-store pickup, with the exception of special order furniture and personalized products.

- When will my card be charged?

Your card will be charged at check out.

- What should I do if I do not receive a confirmation email?

If you do not receive a confirmation email within two days of placing your order, please call us before picking up.



- When will my order be ready?

When your order is ready to be picked up, we'll send you an email letting you know. If you place your order during store hours, it will typically be ready for you to pick up within two days. If you order during store closing days -Sundays & Mondays-, your order will be ready for pick up in the next 2 days after reopening.

- What do I need to bring when I pick up my order?

Please bring your order number and a valid photo I.D.

- Who can pick up my order?

Unless you call to instruct otherwise, you are the only person authorized to pick up your order. If you would like someone else to pick up your order, please call us and provide that person's name. Make sure the person picking up your order brings a copy of the order confirmation email (digital or printed), along with their valid photo I.D.

- How long will you hold my order at the store?

We will hold your item(s) for 5 days, beginning from when we send you the email letting you know that your order is ready for pick up. Check the email for the exact expiration date. If you need more time, no problem! Simply call the store and let them know when you'll be there to pick up your order.

- How do I change my order?

Just call our store and let them know that you would like to change your order. Please note that if you're changing your order, we may need to cancel the original order and create a new one for you.

- What happens if some or all of my order is no longer available in the store?

If for some reason, any or of all of your order becomes unavailable in the store, we will send an email to let you know. If your entire order is no longer available, we will cancel the order and your credit card will be refunded. In the case of partial availability, we'll continue with the order and have the available items ready for you to pick up at our store. Your credit or debit card will only be refunded for items that are not available.

- Will my car or truck be big enough for the item?

Products may be larger than expected due to their packaging. Please review our product dimensions to consider what vehicle to use when picking up your order. If the product is too large to take home today, you may also select front door delivery for eligible items!



4. Standing shipping

Front Door items ship from our store and arrive within 6-7 business days of receiving your order. Some items sent directly from our warehouse may take longer, and items ordered together may not arrived in the same package.

In some cases, shipping may be postponed due to a lack of product availability. Items that are on backorder will be shipped when they are received in stock. In the event of any delay, we will notify you by mail or email.

Delivery Surcharges

Items that are bulky, heavy, or of limited availability may have a delivery surcharge in addition to standard delivery and processing charges. This charge is shown on the product page by the item price and is in addition to regular delivery and processing charges.

Woven Treasures is using UPS for the shipping of the items, please check their web site ups.com to find out their rates.

5. Returns and exchanges policy

It is important for Woven Treasures to have happy customers. We want you to love your purchase, but if you are not completely satisfied, we gladly accept most exchanges by mail and in store within 30 days of receiving an order. Exceptions are noted below. Returned items must be in original, saleable condition with original tags. Shipping, delivery fees and service costs are non-refundable

Therefore, contact the company at Contact@woventreasuresphiladelphia.com or call during store's opening hours at (215) 546-8448 so Woven Treasures can propose a solution. Only unworn or unused products with tags on it and in its original packaging will be considered for returns or exchanges. Shipping for returns or exchanges will be at the charge of the Customer. Woven Treasures reserves the right to deny refund to sender without a prior approval on the return or the exchange. In case of approved return, Woven Treasures will refund the amount paid by the Customer less the shipping costs and the processing charges.

After approval from the store, you can return eligible items within 30 days of receiving an order for a refund of the merchandise value. An original receipt is required. Monogrammed items and Made to Order rugs or furniture are not eligible for returns nor exchanges.

How refunds are received:

You have proof of purchase: if you have your original receipt, the credit card you used to purchase, your return label or packing slip, you will get a refund in the original form of payment



Items non-eligible for returns or exchanges:

- Items without an original receipt.
- Monogrammed items
- Made to Order items, including custom rugs and furniture
- Final sale items
- Items damaged through normal wear and tear

We will credit your account(s) within 3–5 business days of receiving your return. It may take several days to post activity to your account. For purchases made with multiple forms of payment, your credit accounts will be refunded the amount originally charged and the remaining amount may be issued in the form of a store credit.

Once your return is received in store, we will process your credit immediately. If you provide us with an email address, we will email you once your return is received and your credit is processed. Depending on your bank's processing time, your credit may take a few days to reflect on your account.

6. Product information

Most Woven Treasure products displayed at the website are available in the store in Philadelphia. In some cases, merchandise displayed for sale at the site may not be available in the Philadelphia store. The prices displayed at the Site are quoted in US Dollars and are valid and effective only in the United States.

We have done our best to display as accurately as possible the colors of the products shown on the Site. However, because the colors you see will depend on your monitor, we cannot guarantee that your monitor's display of any color will be accurate.

Because of their hand-made production, some of the products offered on the Site by Woven Treasures can be slightly different in terms of colors and patterns than the ones on the pictures shown on the Site.

7. Governing Law, Location and Miscellaneous

Unless the laws of your jurisdiction require that those laws apply, these Sales Terms & Conditions will be governed by and construed under the substantive laws of the State of Pennsylvania and you irrevocably submit to the exclusive jurisdiction of the federal and state courts of the State of Pennsylvania.

If an applicable law is in conflict with any part of the Sales Terms and Conditions will be deemed modified to conform to the law. The other provisions will not be affected by any such modification.

8. Privacy and Data Protection

The personal information collected from you in connection with the Site, including but not limited to information regarding purchases will be used in accordance with our Privacy Policy available on the footer of the Site.