

KANTARA TERMS AND CONDITIONS:

Kantara's goal is to provide you with competitively priced hand-woven high quality Moroccan rugs, which in turn insures a more sustainable income for the artisans and their families.

Ordering

Custom orders and out of stock merchandise

- Upon request, Kantara provides a quote for the product including shipping costs, time frame of delivery, dimensions, and colors
- Kantara requires an initial deposit of 50% of the merchandise price (including tax) in order to place the order
- All custom orders placed with Kantara require a minimum of 6 weeks production and delivery time period from the date of the order, unless otherwise noted. You may receive the merchandise within 6 weeks from the date of the order (depending on the time of year), but the date of receipt is not guaranteed
- The final 50% of payment is required before Kantara ships the order

In stock merchandise

- All in stock merchandise typically ships within 2-5 business days after Kantara receives cleared payment
- All invoices are sent via email unless otherwise agreed

Form of Payment; Sales Tax

- Kantara accepts payments in the form of cash or personal checks and money orders made payable to Kantara Crafts.
- Kantara is required to collect sales tax on items shipped within New York State. Sales tax is applied to the total amount of the order in accordance with local tax laws, currently at 8.875%.

Delivery

- Freight charges are typically included in the price of the merchandise for addresses within the continental United States.
- Customers receiving shipments to other areas will be charged standard United States Postal Service (USPS) rates, unless another form of shipment is agreed upon at a higher rate, including insurance for the full value of the merchandise
- Customers are responsible for payment of any return shipping costs except for items proved to have been defective or damaged in transit and which are being returned on that basis.
- Items in Kantara's inventory, which typically ship 2-5 days after Kantara's receipt of cleared payment, should arrive within 7 to 10 business days from the date of shipment. If for some reason your order is delayed, Kantara will let you know by e-mail or otherwise and then monitor your order until it is delivered to you.

Returns

- Full refunds are offered on goods returned in new and unused condition within 7 days of their receipt.
- Products must be returned in original packaging at your expense, insured for their full value, with the receipt that was enclosed in the package, via USPS priority mail, UPS, FedEx or other appropriate delivery service approved by Kantara with the reason for return.
- Please contact Kantara before returning any item so that you may be issued a Return Authorization number and complete return instructions.
- Once your product arrives at Kantara's office in the condition required, you will be issued a refund of your full purchase price. Kantara typically issue refunds within 2-4 business days of receiving the product. At Kantara's option, a refund shall be provided by check or if the customer paid by credit card, a credit to the same credit card account, unless otherwise agreed.

Goods Lost or Damaged in Transit:

- If the goods are lost or damaged in transit, a claim must be filed with Kantara within 48 hours of becoming aware of the loss or receiving the damaged item by contacting Kantara at info@kantara crafts.com and notifying us of the situation in detail.
- In the case of goods which are defective and or damaged in transit or both, you will be offered a full refund after (a) inspection of the goods by Kantara, (b) Kantara's verification of the damage in transit, and (c) following their return in the condition in which you received them. Kantara assumes responsibility for the return shipping costs of items which are defective or damaged in transit and will add the cost of shipping via USPS or other appropriate delivery service approved by Kantara to the refund amount.

Colors, Design and Size

- Kantara attempts to display accurately the colors of products that appear on its website. However, the actual colors you see on the website, among other things, will depend on your monitor, and Kantara cannot guarantee that your monitor's display of any color will be accurate. Also, on custom orders, rug designs usually change as the size of the rug increases; and Kantara does not guarantee exact sizes and designs of the rugs. Rug sizes posted on the website are approximations.

Disclaimer of Warranties and Remedies

- KANTARA MAKES NO EXPRESS OR IMPLIED WARRANTIES WITH RESPECT TO ITS RUGS OR ITS WEBSITE, AND ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE, ARE EXPRESSLY DISCLAIMED. KANTARA SHALL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND ARISING FROM THE SALE OF THE RUGS, INCLUDING DIRECT, INDIRECT, INCIDENTAL, PUNITIVE AND CONSEQUENTIAL DAMAGES.

Governing Law and Venue

- All disputes arising out of the sale of the merchandise shall be governed by the laws of the State of New York law, without giving application or effect to its conflict of laws rules. Such disputes shall be resolved in the Supreme Court of the State of New York, County of New York, or the Civil Court of the City of New York, and the parties consent and submit themselves to the exclusive jurisdiction of such courts for this purpose.

Final Agreement

- The subject matter of this Agreement constitutes the sole and entire agreement between the parties regarding the subject matter. Any modifications or additions to the terms of this Agreement shall be in writing and signed by Kantara.