

# PATINA

*polished living*

## **Store Policy**

### **DÉCOR ACCESSORIES | PERSONAL ITEMS RETURNS**

Vintage and new accessories can be returned within 14 days from date of purchase with original receipt for a full refund.

### **FURNITURE RETURNS**

Furniture pieces, including large mirrors are returnable for *store credit only* within 14 days from date of purchase with original receipt.

We cannot issue credit or refunds for damaged items, holiday merchandise or special orders. (Special orders require a 50% down payment.)

### **ON APPROVAL**

Customers are able to take items home on approval for 24 hours. If the merchandise is not returned the following day, the customer's credit card will be charged. Patina is happy to hold any item until close of business the following day.

### **APPROVAL**

We encourage you to take pieces out on approval with an imprint of a credit card. Approval pieces must be returned within 24 hours in original condition.

### **DELIVERY SERVICE**

If you would like to personally transport your item, please bring sufficient manpower and all moving supplies necessary (rope, blankets, etc.) to facilitate a successful move. Patina is not responsible for damages incurred with a self pick-up. If you need help moving your purchases, Patina is happy to provide information for local movers.

All purchased items must be picked up within one week from date of purchase. Items not retrieved will receive a storage fee of \$25 per day.

### **DISCOUNTS**

Patina is delighted to offer a "to the trade" discount to professional designers. Please contact us for our program requirements.

### **SHIPPING**

Patina is happy to coordinate delivery for our customers. Patina will ship small items with UPS in the United States for a fee determined by UPS. Patina recommends Alpha and Omega Home (336-882-5500) for out-of-state delivery of large pieces.

### **PRIVACY**

Any personal information provided to Patina will be used solely to provide you with our highest level of service. Patina will not share any information with third parties.

*Effective 11.17.2016*

