

RUG DELIVERY & WARRANTY POLICY

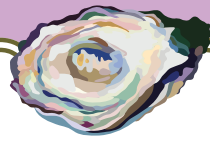
Oyster Creek Collection rugs are packaged, shipped, and delivered direct to our customers for a flat rate fee of \$100. Oyster Creek Collection rugs are delivered to a residential address or receiver warehouse. OCC DELIVERY DRIVERS WILL NOT DELIVER A RUG BEYOND THE THRESHOLD OF THE FRONT DOOR, AS THIS IS AGAINST OUR OCC RUG DELIVERY POLICY. You do not have to be present for your rug delivery, as signature is not required.

OCC strives to provide a seamless and efficient rug delivery experience for our customers. While we are committed to delivering your orders on time, please understand that there are certain external factors beyond our control that may cause delays. We acknowledge that unforeseen circumstances such as extreme weather conditions, natural disasters, transportation strikes or delays, and other unexpected events can impact the timely delivery of your rug. OCC will update the customer of any extraneous delays to their shipment status.

Once your rug is delivered, either to a residential address or receiver warehouse, OCC is not responsible for any damage, theft, loss, or mishandling that may occur. If the rug is delivered to a receiver warehouse, the rug must be inspected immediately. PLEASE TAKE GREAT CARE WHEN OPENING THE PACKAGE OF YOUR RUG WITH BOX CUTTERS OR SCISSORS SO AS NOT TO DAMAGE THE RUG.

OCC polypropylene rugs are designed and engineered with a built-in cushion. No additional rug pad is necessary for OCC's polypropylene rugs.

Limited Warranty: OCC uses reasonable efforts to inspect materials before being delivered to the customer. In the event of a manufacturing defect, please contact OCC within 48 hours, providing your order details and a clear description of the issue. Our team will review the claim and determine, at our discretion, whether the issue is covered by the manufacturer's warranty. All rugs are made to order and final sale: NO RETURNS OR EXCHANGES.



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All textile fabrics have some degree of variability. It is normal for material to have dye or textural variations from samples and from dye lot to dye lot. Such variations are not a basis for a defect claim. Please note that rug materials can expand or contract, creating variable rug dimensions plus or minus 1 inch from specified measurements.

High-suction vacuums can cause piling and are not recommended for care of your rug. OCC is not responsible for any damage caused by misused cleaning products or devices. Please refer to our "Rug Care Guide" for additional recommendations.

We provide online tools for you to design and review your custom rug order before submission. Due to the custom nature of each order, we cannot accept returns or exchanges, so we encourage you to carefully inspect your order to ensure its accuracy before submitting. It is highly recommend you learn about our rug materials and request samples before you place an order. We will ship samples within 2 to 3 business days of ordering.

Please note that due to the variability in display settings and technology across different monitors and smartphones, the colors and images of our rugs may appear differently from one device to another. We strive to provide accurate images of our products on our website, but we cannot guarantee an exact match in color and appearance across all devices.

NO WARRANTY, EXPRESS OR IMPLIED, IS MADE AS TO THE MATERIALS WARRANTIES APPLICABLE TO MATERIALS ARE LIMITED TO THOSE PROVIDED BY THE MANUFACTURER. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PURPOSE HAVE EXCLUDED THESE TERMS AND CONDITIONS.