

GET UP TO 5 FREE SAMPLES



## SHIPPING INFO

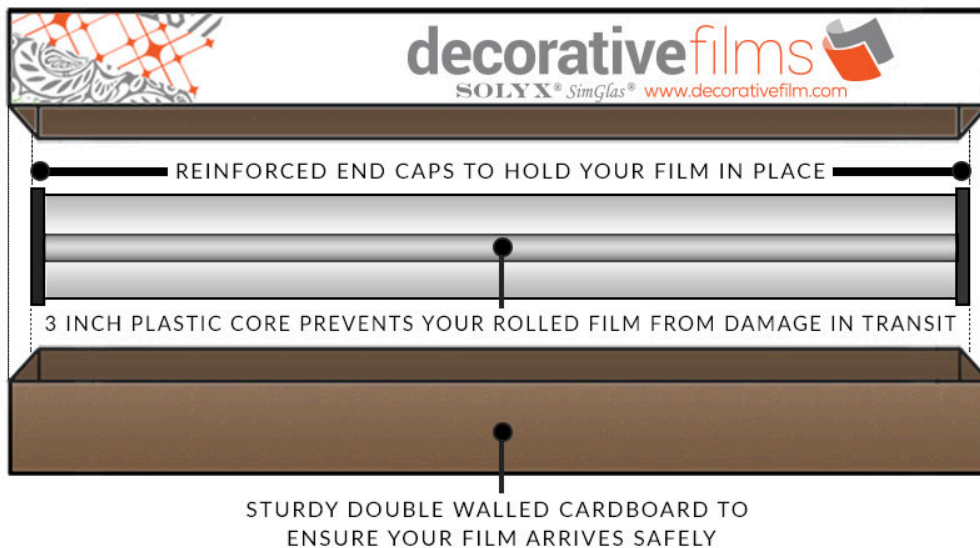
**FREE UPS GROUND SHIPPING ON ORDERS OVER ~~\$189.00!~~ \$749.00!\***

*\*Applies to retail orders only.*

*\*Applies to wholesale orders only.*

## WEB ORDERS

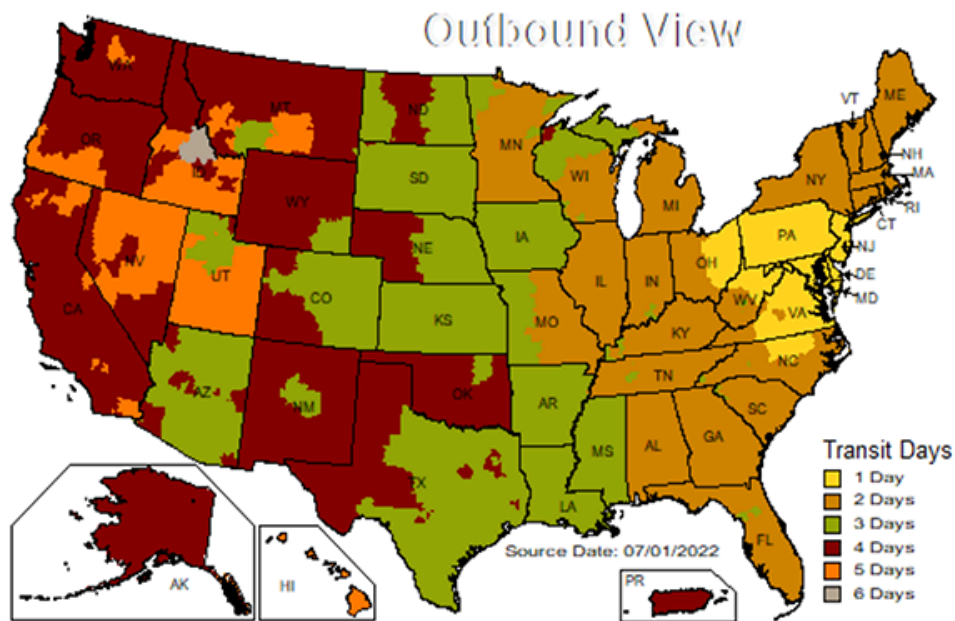
All of our **Decorative Films** ship in our **specially designed box** constructed to pass and exceed all UPS Shipping Lab standards. First your film is rolled onto a **durable 3 inch plastic core** and placed in a **plastic sleeve** to keep your film clean and provide extra protection, next your roll is fitted with **reinforced end caps** to hold your film snugly in place. Finally, your film is placed inside our **sturdy double walled cardboard box** and sealed to ensure your film arrives safely and un-damaged.



Most orders ship within 1-4 business days from our warehouse in Maryland. Some made to size orders could take longer depending on ongoing projects. Please allow at least 5-7 days lead time for made to size orders. **Cutoff time for any orders being shipped faster than UPS Ground (i.e. Next Day, 2nd Day, etc.) is 1:00pm EST.** For UPS Ground orders, we ask that you allow 1-6 business days in transit to receive your order (unless otherwise requested). Please refer to the UPS Ground transit map below for a more accurate Ground shipping transit time to your location (Domestic) from Maryland. Please note, these times are an estimation and cannot be guaranteed.

Nick Johnson





## SAMPLE REQUESTS

Most of our film samples are 5" wide x 7" high, with Gradient film samples being 4" wide x full height.

You may order up to 5 free samples per project. You may order as many samples as needed, however additional samples are charged at \$0.68 per sample. At checkout you will receive an automated credit for the first five samples ordered (-\$3.40).

We ship all sample requests from our Maryland headquarters. Sample orders are shipped via UPS 2nd Day Air for a shipping fee of \$4.75.

**Expedited shipping options are also available at checkout for an additional shipping fee.**

If you need it overnight, this is an available option during checkout.

**Note:** *This offer is valid for Sample orders in the 48 contiguous US states; UPS Ground or UPS Surepost apply to AK/HI sample shipments. Standard shipping rates apply for other purchases. You may order up to 5 free samples per project. You may order as many samples as needed, however additional samples are charged at \$0.68 per sample.*

## SHIPPING PROMOTION

**LIMITED TIME FREE UPS GROUND SHIPPING ON ALL ORDERS OVER \$749.00 DURING PROMOTIONAL PERIOD**

*During promotional periods, we offer the following:*

**FREE UPS GROUND SHIPPING ON ALL ORDERS OVER \$749.00** Add over \$749.00 worth of items to your cart, select the "Free UPS Ground Shipping on Orders over \$749.00" shipping option during checkout, and submit your order for Free UPS Ground Shipping. Orders placed before 3:00pm EST may ship the same day.

Some restrictions apply:

Nick Johnson

- Limited time



- *Contiguous United States only (the Lower 48) & excludes PO boxes*
- *May not be combined with any other orders*
- *Transit times are not always guaranteed*

**NOTE:** *Please note, shipping promotion does not apply to sample orders.*

## **INTERNATIONAL SHIPPING**

*When shipping to a location outside of the United States, prior to placing products in your shopping cart, please go to the bottom of our site, click the small flag icon, and select your country. You can then click "continue shopping," and proceed with selecting your products and placing your order.*

## **WHAT IS YOUR RETURN/REFUND POLICY?**

*If you are not completely satisfied with our product, please request a return within 30 days of receipt of your order by clicking "Start a Return" below or viewing your order history, under "My Account" when logged in, and selecting the order/products you'd like to return. When requesting a return, you will be able to select the order and products you are interested in returning, as well as select how many boxes you will be returning the product in. Return shipping cost is \$16.95 per box.*

*Submitting a return will issue you a confirmation and a return shipping label for each box being returned. A refund for the price of the merchandise will be made if merchandise is returned to us in usable condition. No refunds will be made if merchandise has been cut or if the backing has been peeled from the film or if the merchandise is in less-than-perfect condition.*

*Custom Made-To-Size and Cut-To-Size orders are non-returnable and non-refundable. Shipping charges are non-refundable. When you return an item, please be sure it is in new condition, securely wrapped, and include the original packing slip or copy of invoice. Returns are made to: Decorative Films, LLC., 3909 Cornell Place, Frederick, MD 21703 USA.*

*Any orders returned that were originally shipped with free shipping will be deducted a \$30.00 return service fee from the total refunded, to cover the original shipping costs and restocking.*

[START A RETURN](#)

Nick Johnson