

### Where can I buy Safavieh products?

The best place to find the complete line of Safavieh rugs, furniture and accessories is by doing a search online to find the retailers who carry our products. We would also encourage you to visit our website to get detailed information that will help you find out more details and descriptions for every Safavieh product - <https://safavieh.com>.

If you are unable to locate any item or should you need assistance please use the form in the [Contact Us](#) section of our website and one of our customer service representatives will be happy to help you.

### How do I exchange a Safavieh product?

To exchange a Safavieh product please contact the retailer where you purchased the item. Many of our retail partners typically have a 30 day return policy. Safavieh is the manufacturer of your product, not the retailer, so any returns should be made through the retailer. Please contact your retailer directly to learn more about their specific return policy.

### How do I exchange a damaged Safavieh product?

To exchange a Safavieh product that was damaged during shipping please contact the retailer where you purchased the item to arrange for an exchange. To ensure a quick resolution please provide your retailer with proof of purchase (invoice), purchase order, tracking number and photos if applicable. Please contact your retailer directly to learn more about their specific return policy.

### How do I exchange a Safavieh product after the retailer's return policy has expired?

We do not have an extended warranty program, however we do understand that on occasion certain special circumstances call for further consideration. To contact Safavieh regarding exchanging an item after the retailer's return policy has expired, please use the form located in the [Contact Us](#) section of our website. Provide us with complete details on your purchase and the specific reason you are requesting an exchange. All inquiries will be handled on a case by case basis. We cannot honor all exchange requests after the retailer's exchange policy has expired.

### Do Safavieh products come with an extended warranty?

We do not offer an extended warranty on Safavieh products. If you have a special circumstance pertaining to a Safavieh product that you would like to contact us about please use the form in the [Contact Us](#) section of our website and provide us with complete details on your purchase and the specific reason for your inquiry.

### Where is my order?

The fastest, most efficient way to track down your Safavieh product is to contact the retailer directly, providing them with your purchase order number and/or tracking number.

### I received the wrong item, color, size; what do I do?

If there was an error made with the Safavieh product delivered to you please contact the retailer immediately. Safavieh retail partners typically have a 30 day exchange policy. Therefore, you need to thoroughly inspect your product as soon as it is delivered to ensure that any issues can be quickly resolved. Contact your retailer directly to learn more about the terms and conditions of their exchange policy.

### Parts to my Safavieh product are missing; what do I do?

Contact the retailer where you purchased your Safavieh product immediately if any parts are missing or damaged. Provide the retailer with your purchase order number and/or tracking number to help them resolve your issue quickly and efficiently.

### How do I get replacement parts for my Safavieh product?

To get replacement parts for your Safavieh product please contact the retailer where you purchased this item. Provide them with as much information as possible regarding the SKU number, size, color and any other pertinent information about this product. Please note that most replacement part requests need to be made directly and within the specified time period and conditions of their exchange policy.

### Can I buy replacement parts from Safavieh?

We do not sell replacement parts for our products. Please contact the retailer where you purchased your Safavieh product if you need replacement parts.

### How can I get more information about a Safavieh product?

Use the form in the [Contact Us](#) section of our website to get more information about any Safavieh product. Provide us with as much detail about the product as possible (name of product, SKU#, color), along with your specific question and a Safavieh customer service representative will get back to you shortly with the information you need.