

# Safavieh Warranty, Exchange, & Return Policy

## **Safavieh Exchange & Return Policy**

Safavieh maintains a 30 day limited return period effective from date of purchase.

To exchange a Safavieh product please contact the retailer from which the item was purchased. Safavieh operates as a manufacturer, not a retailer, thus any returns should be directed toward the retailer. Please contact your retailer directly to learn more about their specific return policy as it might differ from that listed above.

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

## **Safavieh Warranty Policy**

Safavieh does not maintain an extended warranty program, however Safavieh will entertain special circumstances on a case by case basis. To contact Safavieh regarding an exchange after the expiration of a retailer's return policy, please use the form located in the [Contact Us](#) section of Safavieh website. Provide the representative with purchase details including order date, retailer name, purchase order number, and reason for exchange. All inquiries will be handled on a case by case basis. Safavieh cannot honor all exchange requests after the retailer's exchange policy has expired.