

# Contract Textile Partners – Cancellation Policy and Product Return Policy for Contract Textiles

Duvaltex is committed to providing our contract textile partners with service levels that meets their business needs. Please note that our Cancellation Policy and Product Return Policy will be strictly observed.

## Cancellation Policy

Orders can be modified or cancelled within 3 business days following the lead time confirmation from Duvaltex. After this period, the order cannot be cancelled.

Cancellation requests must be submitted by phone or email.

Exception: When orders are extended beyond the original confirmed date greater than 10 days, orders can be cancelled within 3 business days following the revised lead time confirmation from Duvaltex.

## Product Return Policy

Proprietary Fabrics: No returns are accepted.

Open Line Fabrics: No returns are accepted without prior authorization by Duvaltex.

Return requests must be made within 30 days of the invoicing date.

Duvaltex does not accept any return on cut yardages.

Authorized returns must be for full rolls only. All rolls should be in their original unopened package with the labels intact.

A 30% restocking fee will be charged on all approved product returns.

The credit will be issued once the fabrics have been inspected and authorized to return in inventory.

Duvaltex does not refund original shipping costs or cover return costs. Any shipping and customs duty costs associated with the return are at the expenses of the customer.

Duvaltex reserves the right to limit or refuse the return of a product at any time.

**Effective January 15, 2024.**

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**Guilford of Maine**  
A duvaltex brand

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