

From: sales@decorglamour.com
To: rushinghome@yahoo.com
Date: Saturday, August 15, 2020, 04:37 PM CDT

Hello, Kerri Rushing

Thank you for your order from Decorglamour.

For warehouse orders once your package ships we will send an email with a link to track your order, for drop-ship orders please email status@decorglamour.com and our status department will call the drop shipper and email you the tracking number.

You can check the status of your order by [logging into your account](#). If you have any questions about your order please contact our Customer Service at CustomerService@DecorGlamour.com
Your order confirmation is below. Thank you again for your business.

Your Order #200063929 (placed on August 15, 2020 5:37:10 PM EDT)

Billing Information:	Payment Method:
Kerri Rushing Grand Realty Services 5700 Granite Pkwy. Suite 200 Plano, Texas, 75024 United States T: 4692338079 F: 4692338079	Credit Card Credit Card Type: MasterCard Credit Card Number: xxxx-0376 Processed Amount: \$549.61
Shipping Information:	Shipping Method:
Kerri Rushing 1931 Sparrows Point Dr. Plano, Texas, 75023 United States T: 4692338079 F: 4692338079	Best Way - Shipping Rate

Item	SKU	Qty	Subtotal
Emtek Industrial Modern 12" C-to-C Jasper Pull - Satin Brass	Emtek 86692US4	6	\$182.40
Emtek Industrial Modern 3-1/2" C-to-C Jasper Pull - Satin Brass	Emtek 86686US4	5	\$56.00
Emtek Industrial Modern 6" C-to-C Jasper Pull - Satin Brass	Emtek 86689US4	18	\$244.80
Emtek Industrial Modern 1-1/4" Dia. Round Haydon Knob - Satin Brass	Emtek 86697US4	33	\$237.60
Subtotal			\$720.80
Earn Points			549
Shipping & Handling			\$0.00
Discount			-\$171.19
Grand Total			\$549.61

Terms and Conditions

To return a product, you must email us for a Return Authorization number (RA#) or calling toll free our Customer Service at (718) 977-5005. You can only request a RA# within 30 days after you receive shipment. Please make sure you write this number on the outside of the box you send back to us. Returns without an RA# may be refused and/or subject to a 50% restocking fee.

You must return products within 30 days after the RA# is issued. ITEMS MUST BE RETURNED UNUSED AND IN THEIR ORIGINAL PACKAGING AS SHIPPED BY DecorGlamour.com. ANY ITEMS RETURNED IN PACKAGING OTHER THAN THE ORIGINAL PACKAGING WILL BE REFUSED.

In the event of a returned item the customer will NOT get credit for the initial free shipping and it is the customers responsibility to ship the product back to us via any common carrier insured.

There is a 25%-50% restocking fee on merchandise returned for any reason other than a product defect or damage.

Custom orders can not be returned. At the time you place your order we will notify you if the item is a custom order.

If you have any further questions regarding shipping or returns, please email us customerservice@decorglamour.com

Restocking Fee

There is a 25% restocking fee (unless specified on item that there is no restocking fee) on merchandise returned for any reason other than a product defect or damage. Any items that are returned without a return authorization will be charged 50% restocking fee. Returns received 30 days after an RA is issued will incur a 50% restocking fee.

Shortages/Damages/Defects

You must inspect your package immediately upon receipt for shortages (did not receive all the items listed on the packing slip that show as shipped), damages or defects. You must notify us within two (2) days of receipt of any shortages, damages or defects. If your product is received damaged or defective we will take one of the following actions: Send a certified technician out to your home to inspect, and, if necessary, repair or replace the product at our expense; or provide you with a Return Authorization number (RA#) so that you can return the product at our expense. If the certified technician determines that your product was not damaged or defective or if you returned

the product and upon our inspection we determine the product is not damaged or defective, YOU MAY BE CHARGED FOR THE SERVICE CALL AND/OR SHIPPING PLUS A 25%-50% RESTOCKING FEE.

Refused Merchandise

Any standard shipped orders will automatically be charged the cost of shipping. Any LTL refused deliveries will be automatically charged a \$149.00 fee for shipping and handling.

Order Cancellation Policy

You may cancel your order, for any reason, and receive a full refund provided your order has not been added to the shipping queue or shipped by either ourselves or the distributor. Typically, most orders are shipped the same day they are received. Our customer service representatives can inform you of the status of your order and advise you whether or not the order can be cancelled for a full refund. Once an item is shipped or added to the shipping queue by either us or the distributor the terms of our returns policy will take effect. In some cases a custom, special order item may be non-returnable and/or non-cancelable.

No Sales Tax Outside of NY

Thank you, **Decorglamour**