



Return Policy

Returns

All returns and exchanges must happen within 30 days of purchase. All items must be accompanied with a copy of our original invoice. This will ensure prompt credit. We will not be responsible for any merchandise missing the requested information.

Non-Returnable Items

- Split bolts of wallcovering
- Flocked or glass beaded wallcovering
- Vinyls
- Items sold by yard / meter
- Digital prints, custom orders and samples

Restocking Fees

There is a 30% restocking fee on regular paper goods and a 35% restocking fee on all natural products (grasscloth, cork, mica, etc.) unless there is a manufacturing defect. We recommend ordering a sample of all productions prior to placing a final order. All items must be returned in good condition. Only unopened and uncut rolls will be accepted. Be aware of lot / batch numbers. Orders shipped are not guaranteed to match previous orders unless confirmed with an associate with a cutting for approval (CFA). Factory merchandise is subject to factory inspection and approval.

Special Orders

Special orders must be returned within 14 business days. The customer is responsible for freight to and from our mills.

Refunds

All credit must be issued back on the original credit card that was used for the initial purchase. If the order was paid for via check or cash, a check for the amount due will be issued within 2-3 weeks of the date the refund was requested.

Credit

No credit will be issued for more than 3 strips of wallcovering hung on a wall. The customer will be responsible for inspecting the wallcovering received. We will do everything in our power to ensure your order is correct. No claims for labor will be allowed.

Any material that is not able to be re-sold and / or is not in it's original condition is not returnable. Cut, torn, pre-trimmed or previously glued material are not acceptable for returns. Astek reserves the right to refuse a return if it does not fit the criteria noted above.