



Product Return and Cancellation Policy

PRODUCT RETURN POLICY

No returns will be accepted without prior authorization from True Textiles.

Return requests must be made within 30 days of product receipt. Authorized returns must be full rolls in the original unopened package with labels intact. Authorized returns are subject to a 25% re-stock fee and return freight cost.

ORDER CANCELLATION POLICY

Orders for any product being taken from inventory may be cancelled without penalty anytime prior to shipping.

Orders for Code Green, open line products which significantly exceed the planned stock level cannot be cancelled without prior approval.

Orders for Code Yellow, Code Red, or custom products are considered “special orders” and must be cancelled within 48 hours of order placement.

Orders for proprietary products cannot be cancelled or reduced within 4 weeks of acknowledged ship date without prior approval.