





108MALA

# PAYMENT AND RETURN POLICY

108 Mala is proud to showcase its fine home accents, luxurious bedding, and stylish personal accessories collection. Each product is handmade and eco-friendly, often with sustainable materials, organic cotton, raw silks, and natural dyes. Each piece represents the work of fair trade artisans from around the world - preserving their ancient traditional crafts of appliqué, embroidery, block printing, and weaving. 108 Mala textiles are produced from the highest quality fabrics, modern designs, and human touch - suited for your home and our environment.

## **Order Minimum**

There is a \$350 minimum order amount.

## **Lead Times**

Uniquely created, entirely hand-made by female artisans, please allow 2 weeks for products that are in inventory. Otherwise, please expect 10 – 12 weeks for delivery for back orders.

## **Shipping and Handling Costs**

The customer will pay for shipping and handling costs from Houston, Texas. All items are shipped UPS or FedEx ground unless otherwise specified. Shipping charges are non-refundable.

## **Payment Terms**

First-time customers must pre-pay with a credit card. Subsequent orders are Net 15. A finance charge of 1.5% per month will be assessed on any unpaid balances exceeding those terms. Upon default of terms and conditions, the customer agrees to pay any collection cost incurred by 108 Mala in collection of the account balance.

## **Care Instructions**

Hand-wash and spot-clean is preferred for all items. Alternatively, wash separately in cold water on the gentle cycle. Use mild, natural detergent. Preferably line-dry all items. Or tumble-dry on low and steam iron. Do not use bleach. All of these care and cleaning instructions are also green friendly. We do not accept returns of products improperly maintained.

## **Returns**

108 Mala stands behind our products. **As all of our items are exclusively made by hand, there might be slight imperfections and variations in colors, fabrics, size, and design. This is a wonderful reminder that it is not machine-made, rather custom and exclusive for you and your customers.**

If for any reason, the customer is not satisfied with their product, please notify us within 7 business days of receipt for a full exchange. Damaged and/or missing items must also be reported within 7 business days of receipt to be fully credited and refunded. Exchanges or returns must come in excellent, re-sellable condition with original tags, labels, and packaging. Please email first for authorization. Buyers are charged a 20% restocking fee for any returned items. **Custom products cannot be returned.**

Please return products with an insured courier (e.g., FedEx, UPS, USPS Parcel Post) and retain the receipt. 108 Mala is not responsible for items damaged or lost in transit. If you have any questions or comments, please contact us at [info@108Mala.com](mailto:info@108Mala.com).

Please send to:

108 Mala

Attn: Customer Returns

5007 Briar Stone Lane

Sugar Land, TX 77479

## **Terms**

By signing above, the buyer agrees to all terms listed in this document.