

Warranty:

Limited and Exclusive Warranty Be Shine Textile Inc.

("Manufacturer/Distributor") warrants that for a period of seven years from the date of shipment of the wall-fabric products ("Products"), that the Products shall be free of manufacturing defects. The purchaser must inspect and confirm the packaging is intact without damaging before shipping. Products should not support the growth of mildew when Products are properly printed or embroidered or knitted, and installed on the surface of the wall following the recommended preparation and handling procedures outlined in the product guidelines and are adequately maintained and used under normal conditions. Be Shine Textile Inc. Limited and Exclusive Warranty is not assignable or transferable and extends only to purchasers who are the owners of the products. This warranty does not cover and expressly excludes any damage, loss, cost, defect or deficiency arising out of or relating to: (a) accident, abuse, misuse or vandalism; (b) mold or mildew; (c) use of incompatible materials, accessories or supplies; (d) abnormal conditions of use, including use on walls subject to moisture infiltration or accumulation; (e) improper storage, handling, installation, or maintenance; (f) design, installation or construction defects and/or deficiencies of any kind or nature; (g) fire, flood or other acts, omissions, causes or events beyond Be Shine Textile Inc.' s control; (h) wall-fabric that has been altered by anyone other than Be Shine Textile Inc.; or (i) any other loss, cost, damage, defect or deficiency not within the scope of this limited and exclusive warranty. THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY BE SHINE TEXTILE INC. WITH RESPECT TO THESE PRODUCTS. ALL OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, ARE EXPRESSLY DISCLAIMED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ANY IMPLIED WARRANTIES CLAIMED TO ARISE FROM TRADE USAGE, CUSTOM OR COURSE OF DEALING. Be Shine Textile Inc. shall supply replacement products free of charge, except for shipping cost which is not covered by the

warranty, if Be Shine Textile Inc. determines upon inspection that any Products fail to conform to this warranty. The foregoing constitutes the SOLE AND EXCLUSIVE REMEDY for breach of this warranty. IN NO EVENT WILL Be Shine Textile Inc. OR IT' S DISTRIBUTORS BE LIABLE FOR INDIRECT, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES, WHETHER BASED IN CONTRACT, TORT, WARRANTY, STRICT LIABILITY OR OTHERWISE. THIS LIMITED AND EXCLUSIVE WARRANTY SHALL SUPERSEDE AND CONTROL ANY OTHER REPRESENTATIONS AND/OR WARRANTIES WITH RESPECT TO THIS PRODUCT. IN NO EVENT SHALL Be Shine Textile Inc.' s LIABILITY EXCEED THE PURCHASE PRICE AND/OR INVOICED VALUE OF THE GOODS. All claims under Be Shine Textile Inc.' s Limited and Exclusive Warranty must be submitted, in writing, to your supplier, within thirty (30) days after Buyer discovers and/or should have discovered the alleged defects. Be Shine Textile Inc. shall then be provided a reasonable opportunity to examine the allegedly nonconforming Products and verify any such defect before its use or further processing. FAILURE OF BUYER TO COMPLY WITH THESE NOTICE PROVISIONS SHALL CONSTITUTE A WAIVER BY BUYER OF ALL CLAIMS IN RESPECT THERETO.

Answers to Common Asked Questions:

## **Am I Eligible for The Return Policy?**

Before you start the process of returning your wall-fabric products to Be Shine Textile Inc., first check to see if you're eligible for the 30-day money back guarantee:

- The date you are returning your product is within 30 days of the **original invoice date**.
- Your product is in its **original delivered condition**. This means the wall-fabric roll must be in its original packaging and has not been opened.
- The product you are returning is **not a custom product**. Custom products include 3D printing wall-fabric and other made-to-order items. Made-to-order products can only be returned when there is proven defect or damage

due to shipping. Not to worry though! Our mural experts have a process in place to assure that you'll love your digital print mural, and should only need to return in the event of a defect or damage.

- Be Shine Textile Inc. does not accept returns on neither leftover materials, nor those products that indicated "FINAL" in the Invoice.
- Be Shine Textile Inc. does not accept returns on items that have been altered (e.g. cut, treated, processed) or damaged after successful delivery.

## What Do I Need to Know About Returning the Products?

Before you start the process of applying for a return, here are some other things you should know:

- There is a 30% restocking fee that is applied on all returns.
- Refunds can only be issued to the customer if Be Shine Textile Inc. successfully received full payment.
- Original shipping costs during the initial delivery to the customer is non-refundable. The customer is responsible for shipping costs for items returned to Be Shine Textile Inc.
- If the return is for a damaged, defective, or incorrect item, Be Shine Textile Inc. will cover the shipping fee for the return or replace the item(s) at no additional cost.

## How Do I Return My Wall-fabric Products to Be Shine Textile Inc.?

If your order is eligible for our 30-day money back guarantee, here are the steps for returning your wall-fabric products to Be Shine Textile Inc.:

1. Contact our customer service at 1-647-498-7999 or [info@beshinetextile.com](mailto:info@beshinetextile.com) requesting a return. For return requests that are approved, you will be provided with a **Return Material Authorization Number**, which you should keep referencing your return request.

- Receiving a Return Material Authorization Number does not extend the 30-day money back guarantee. Items must still be packaged and returned within 30 days of the date on the original invoice. Returns made after 30 days will void the Return Material Authorization.
2. Items must be securely packaged in its original condition and packaging. The items will be inspected for possible damages. If the items are found to be in its original delivered condition, it will be accepted by Be Shine Textile Inc. and the return process will continue.
  3. When the return has been authorized and approved, credit will be issued to the card used in the original transaction within 10 business days.