

## CONSUMER GUARANTEE

### Claims Policy for Manufacturing Defects

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Carolyn Design stands behind the quality of its products. That is why we guarantee our uniforms against manufacturing defects under normal usage and adequate maintenance according to recommendations.

Owned	Seams	Buttons/Zipper Pull	Zippers
Less than 30 days	Carolyn Design will re-sew damaged seams if repairable.	Carolyn Design will provide extra buttons/zipper pull in case of loss.	We will repair the article, or exchange it if not repairable.
30 - 89 days			We will send you a zipper plus \$20 credit applicable on next purchase.
90 - 180 days			We will send you a new zipper.

Carolyn Design guarantee does not apply to the following products: sale items, promotions, special orders, Florisa, sweaters, shirts, gift cards and Solidea products. The guarantee does not apply to thread pulls or runs, pilling, excessive machine drying or any other deterioration in fabric.

Please make your claim at the place your merchandise was purchased. If ordered from Carolyn Design representative, please contact that person before proceeding further. If purchased from one of our suppliers, the Carolyn Design guarantee will be honoured.

#### Procedure

In order to make a claim, please communicate with Carolyn Design at the following email address: [expeditions@carolyndesign.com](mailto:expeditions@carolyndesign.com) An authorization number and claim form will be sent to you.

Your receipt is required for processing your claim. Please fill out the claim form using the authorization number provided and attach a copy of your receipt. **The authorization number must be indicated on the outside of the box, otherwise your claim will be refused.**

## Transport

Once you receive your authorization number, please send merchandise at your own expense to the following address:

**Carolyn Design  
825 BOMBARDIER, SUITE 19  
MASCOUCHE QC J7K 3G7  
CANADA**

<b>CANADA</b>	<b>UNITED STATES</b>
Return articles using transport method of your choice.	Return articles with U.S.P.S. (United States Postal Service). Using another service may incur extra costs. Indicate "Return of Sample Merchandise" on USPS form and affix copy of the invoice to outside of box.

Carolyn Design will not be held responsible for errors, delays or losses related to your transport carrier.

## Returning Merchandise

For repairs or exchange of merchandise, articles will be returned to you at your expense.

## Refused Claims

Following verification procedures in our quality-control department, Carolyn Design reserves the right to refuse any returned merchandise that has not respected abovementioned conditions or has not been used under normal conditions and/or adequately maintained following manufacturer recommendations.