

# ORDER FORM

THREE CONVENIENT WAYS TO ORDER

## Phone

Call us at 800.762.1005, 5am-9pm PT, 7 days a week. Customer Service is available 5am-7pm PT Mon-Thurs and 5am-5pm PT Fri-Sun.

## RestorationHardware.com

Visit our website to browse an expanded selection of merchandise, additional views and colors, and a complete store directory.

## Fax or Mail

Fax your order to 209.835.9341  
or mail to Restoration Hardware  
2900 North MacArthur Drive, Suite 100, Tracy, CA 95376



### RESTORATION HARDWARE CREDIT CARD

With a Restoration Hardware Credit Card, there's no reason to put off that purchase.

The RH card offers these benefits:

- Receive a 5% award on all your purchases
  - Special payment plans
  - The RH Card is accepted in our US stores and through our catalog and website
- Apply today! Call 800.762.1005

#### ORDERED BY:

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

**GIFT CARD MESSAGE:**

\_\_\_\_\_

#### DELIVER TO:

HOME  BUSINESS  GIFT ADDRESS

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

DAY PHONE ( ) \_\_\_\_\_ EVENING PHONE ( ) \_\_\_\_\_

FAX ( ) \_\_\_\_\_ EMAIL \_\_\_\_\_

CONTACT NUMBERS TO BE USED ONLY IF WE HAVE QUESTIONS ABOUT YOUR ORDER

| ITEM NUMBER | DESCRIPTION | COLOR/<br>FINISH/SIZE | MONOGRAM | GIFT<br>ORDER? | GIFT<br>WRAP | QTY | UNIT PRICE | TOTAL |
|-------------|-------------|-----------------------|----------|----------------|--------------|-----|------------|-------|
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#### PAYMENT METHOD

- CHECK  MONEY ORDER  GIFT CERTIFICATE  
 VISA  MASTERCARD  RESTORATION HARDWARE CARD  
 AMERICAN EXPRESS  DISCOVER NETWORK

\_\_\_\_\_

CREDIT CARD ACCOUNT NUMBER  
(INCLUDE ALL RAISED DIGITS ON CREDIT CARD)

\_\_\_\_\_

EXPIRATION DATE

SIGNATURE

#### SHIPPING CHARGES

U.S. SHIPPING CHARGES PER ADDRESS FOR ORDERS TOTALING:

|                     |                          |
|---------------------|--------------------------|
| up to \$15          | \$4.95                   |
| \$15.01 to \$25     | \$6.00                   |
| \$25.01 to \$45     | \$8.00                   |
| \$45.01 to \$65     | \$11.00                  |
| \$65.01 to \$90     | \$14.00                  |
| \$90.01 to \$125    | \$17.00                  |
| \$125.01 to \$200   | \$21.00                  |
| \$200.01 to \$9,000 | 10% of merchandise total |
| \$9,000.01 & over   | 5% of merchandise total  |

#### SALES TAX

PLEASE ADD SALES TAX AND LOCAL TAXES ON MERCHANDISE FOR THE FOLLOWING STATES. STATES NOTED WITH (\*) REQUIRE TAX ON THE TOTAL FOR MERCHANDISE AND FREIGHT:

AL, AZ, CA, CO\*, CT\*, DC\*, FL\*, GA\*, IL, IN\*, KS\*, LA\*, MA, MD, MI\*, MN\*, MO, NC\*, NJ, NY\*, OK, OH\*, PA\*, RI, TN\*, TX\*, UT, VA, WA\*, WI

#### MERCHANDISE TOTAL

\_\_\_\_\_ \$

**SHIPPING CHARGES**  
(SEE CHART AT LEFT) \_\_\_\_\_ \$

**RUSH DELIVERY CHARGE**  
SEE INFORMATION ON OPPOSITE PAGE \_\_\_\_\_ \$

**ADDITIONAL FREIGHT CHARGE**  
ADD ANY ADDITIONAL SHIPPING CHARGES LISTED IN (\$) BEFORE PRICE \_\_\_\_\_ \$

**SALES TAX** (SEE LEFT) \_\_\_\_\_ \$

**GIFT BOX** ADD \$5.95 PER ITEM \_\_\_\_\_ \$

**TOTAL** \_\_\_\_\_ \$

FOR A COMPLETE STORE DIRECTORY, VISIT US AT RESTORATIONHARDWARE.COM

# MONOGRAMS

One-initial or three-initial monograms are available for select items. An additional fee of \$6 will be charged unless noted. Turkish towels and robes may be monogrammed in all styles in tone on tone, white, ivory, red, navy, black and chocolate. Solid totes may be monogrammed with chocolate stitching only. Bedding programs may be monogrammed in tonal colors only. Monogram initials will appear in the order you enter them. For a three-letter monogram, the larger initial in the middle traditionally represents the last name. First and last initials represent the first name and middle (or maiden) name, respectively. Monogramming is available through Catalog and Web only. Monogrammed items may not be returned.



Single Script



Script 1



Script 2



Circle



Single Block



Block 1



Block 2



Deco

# GIFTS & SERVICES

**GIFT CERTIFICATES** Our gift certificates, available in \$5 increments ranging from \$25 to \$500, may be used in our US stores and through the mail. They cannot be used with online purchases. Use item number 3001.0001 when ordering.

**GIFT BOXES** Many of our items may be gift boxed in our signature charcoal grey box and grey ribbon for \$5.95. Larger items cannot be gift boxed; call Customer Service at 800.762.1005 for more information.

# DELIVERY TERMS & CONDITIONS

**SERVICES** We ship most orders to arrive via UPS in 3-7 business days. Stocked furniture will be delivered in 1-2 weeks in most metropolitan areas. Custom orders will arrive in 45-60 days in most metropolitan areas. Items that ship via White-Glove Delivery will be unpacked, inspected and placed where you like, and all packing materials will be removed. Items that ship via In-Home Delivery will also be placed in your room of choice. However, packing materials will not be removed. When ordering, please provide a daytime phone number for delivery. We will not charge you until we ship your package.

**RUSH DELIVERY** For an additional \$15 per address, we can ship most orders received by noon ET (Mon-Fri) to arrive in 2-3 business days. For an additional \$25 per address, we can ship most orders received by noon ET (Mon-Fri) to arrive the next business day. Rush delivery is not available for furniture or to APO/FPO addresses, PO boxes or Canada. Overnight delivery is available to most locations in the continental US. Please call 800.762.1005 for details.

**SHIPPING CHARGES** Charges (shown left) are for each address. We will not charge you until we ship your package. We cannot ship outside the US and Canada, nor to the US Territories including Guam, Puerto Rico and the US Virgin Islands.

**PO/APO/FPO BOXES** Oversized items and items that ship directly from our vendors cannot be shipped to PO boxes. Rush delivery is not available. Please call 800.762.1005 to place an order for APO or FPO addresses; we cannot process these orders online.

**ALASKA & HAWAII** Most items shipped to AK and HI are delivered via USPS. Some oversized or heavy items cannot ship outside the continental US. Please call 800.762.1005 for details.

**CANADA** All items ship from the US. All prices shown are in US dollars. We will add a flat 20% charge, which covers shipping, handling, duty and brokerage. An

additional charge will be applied to your order confirmation noting all applicable combined federal and provincial sales tax rates based upon the location to which the order is being shipped. All provinces except British Columbia, Ontario, New Brunswick, Nova Scotia and Newfoundland have 5% GST (Goods & Services Tax) added to all orders. The following provinces have PST (Provincial Sales Tax) added to all orders: Saskatchewan (5% PST), Manitoba (7% PST) and Prince Edward Island (10% PST). British Columbia has 12% HST (Harmonized Sales Tax) added to all orders. Ontario, New Brunswick, Nova Scotia and Newfoundland have 13% HST (Harmonized Sales Tax) added to all orders. Quebec has 7.5% QST (Quebec Sales Tax) added to all orders. These applicable tax rates are subject to change. For the Calgary, Toronto and Vancouver metropolitan areas, allow 1-2 weeks for delivery of stocked items and 45-60 days for custom upholstery orders. For other metropolitan areas, allow 3-4 weeks for delivery of stocked items and 60-75 days for custom upholstery orders. Rush delivery is not available. Ceiling fans are not available for shipment to Canada. Please call 800.762.1005 with further questions.

**ADDITIONAL FREIGHT CHARGE (\$):** This flat rate is listed in parentheses before an item's price in our catalog. Please add this amount to the regular shipping charges (shown on opposite page).

**CONTRACT & TRADE PROGRAMS** Our Restoration Hardware Contract and Trade programs provide tailored products and services to residential and commercial developers, the hospitality industry, architects, and interior designers. Email [trade@restorationhardware.com](mailto:trade@restorationhardware.com), call us toll-free at 877.733.6200 or fax 800.391.9537.

**CORPORATE INCENTIVES & BUSINESS GIFTS** Let us help you select high-quality gifts that meet your needs. Email [businessgifts@restorationhardware.com](mailto:businessgifts@restorationhardware.com), call us toll-free at 877.276.2231 or fax 415.329.7825.

**CATALOG MAILINGS** If you're receiving duplicate catalogs, do not want us to share your name with other marketing partners or no longer wish to receive

our mailings, please call 800.762.1005. Please allow 3 months to process your request.

**ERRORS** There may be errors in the prices, descriptions or images of certain merchandise, and we must reserve the right to restrict orders of those items.

# RETURN & CANCELLATION POLICY

**STOCKED FURNITURE & NON-FURNITURE ITEMS** Regularly stocked furniture and non-furniture merchandise may be returned or exchanged for any reason within 90 days of delivery. Proof of purchase required for a full refund. We offer a one-time price adjustment when proof of purchase is presented within 30 days of delivery. Customers should measure entryways and access points prior to ordering to avoid delivery problems. Furniture that is refused because it doesn't fit will be refunded in merchandise or store credit only. Please refer to the furniture measuring guidelines on our website.

**CUSTOM ORDER ITEMS** Custom order merchandise (including some outdoor cushions) are custom made upon order and are non-cancellable, non-returnable and non-refundable with the exception of manufacturer defects or damages. Customers will have 24 hours from placement of custom orders to cancel. After 24 hours, a 50% deposit will be retained by Restoration Hardware and cannot be refunded. Upholstered furniture not identified as stocked in our catalog is considered a custom order.

Certain restrictions apply. For further information regarding our Return and Cancellation Policy, please call 800.762.1005.