

## **F.A.Q. (Frequently asked questions)**

### **Answers to the questions we receive most often**

**Q. How can I make a purchase from elyasy.com?**

**A. There are 2 ways to place your order:**

- you can go to [www.elyasy.com](http://www.elyasy.com) and with a few clicks you can register, and make a secure purchase by following the simple, step-by-step procedure.
- you can call on Skype using the button on the bottom left of the Shop-online page. One of our trained staff will talk to you courteously and take your order. Our Customer Service Department is available Tuesday through Saturday from 9:00 a.m. to 1:00 p.m. and from 3:30 to 7:30 p.m., and Mondays from 3:30 to 7:30 p.m.

**Q. Are the rugs genuine?**

A. The data card for each rug contains detailed information concerning provenance and the respective certification as required by law.

**Q. How long does it take from when I place my order to when I receive the rug at home?**

A. Delivery times vary according to the destination. Usually we ship the rugs within 48 hours of receipt of payment or from when the order is placed if you opt for COD payment. In Italy deliveries are made in 24 hours on the mainland and in 48 hours on the islands. Generally, goods are delivered within 2-3 working days of receipt of payment. For other destinations in Europe it takes 5/6 working days from receipt of payment.

**Q. How can I pay for my order?**

A. The fastest payment method that allows you to receive your order in the shortest possible time is by credit card. The complete list of options are:

- Credit card
- Bank transfer
- Cash on delivery (COD)
- Post office deposit (only in Italy)
- Postal money order (only in Italy)
- Instalments (hire-purchase) with financing (only in Italy)

**Q. What can I do if I don't like the rug?**

A. All of our rugs are covered by the Satisfied or Money Back Guarantee. Therefore, if for any reason you are not happy with the rug you can return it and receive a full refund. However, before you send back the rug, you must contact our Customer Service Department by e-mail or by calling the toll-free number (in Italy) to receive detailed instructions on how to proceed..

**Q. After I have placed my order, how can I know when it is actually shipped and can I trace the shipment?**

A. After you complete the order procedure, you will receive an e-mail confirmation with the order number. Then you will receive another message telling you that the order has been shipped and giving you the tracing code so that you can monitor it on the forwarder's website. You will know the exact date when your rug will be delivered..

**Q. Can I pick up my rug in person?**

A. All the [elyasy.com](http://elyasy.com) rugs are in our sales point in Florence, Italy. If you live nearby or have the possibility of

**dropping in, you can see the rug in the store, then buy it and take it home with you.**

**Q. Can I try the rugs at home before I actually buy them?**

A. elyasy.com offers a home trial service in central and northern Italy: you can see up to 10 rugs in your home. The fee for this service is 150 euros; if you decide to purchase a rug this amount will be deducted from the price. If you do not make a purchase the 150 euros will cover the shipping and handling costs. If you cannot see the "home trial" button next to an item it means that that specific rug is not available for home trials.