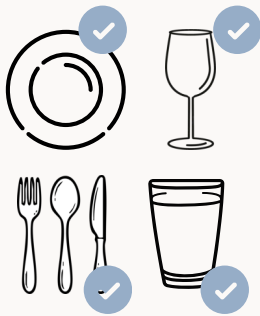


## HOW TO RETURN YOUR TABLETOP SAFELY

### SAVE THE ORIGINAL PACKING MATERIALS!

Please read the return policy on the reverse before proceeding.

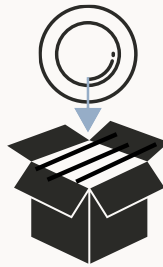
#### STEP 1



#### CHECK ALL ITEMS

Before packing, confirm all pieces from your sample order are undamaged and present: chargers, plates, flatware, stemware, rocks glasses and accessories.

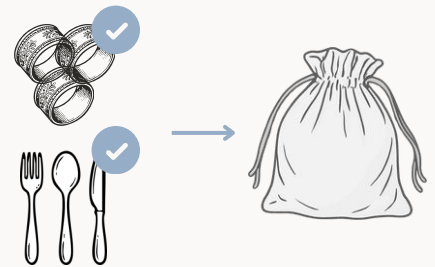
#### STEP 2



#### PACK PLATES & CHARGERS

Plates and chargers ship in a designated slotted box. Place each piece back into its individual slot exactly as received. Close and secure the box.

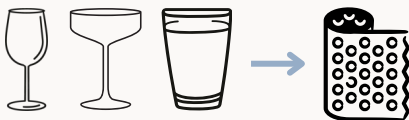
#### STEP 3



#### RETURN FLATWARE & ACCESSORIES

Place flatware and accessories back into their designated Nuage fabric bags, and secure as received. The fabric bags must be returned with the order.

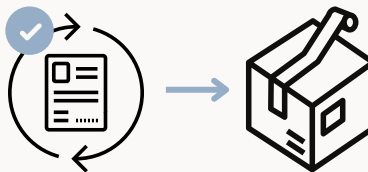
#### STEP 4



#### WRAP & PACK GLASSWARE

Wrap all stemmed glassware and rocks glasses individually in the original protective packaging. Items should not be able to shift, contact one another, or rest directly against the box walls. Repack into the original glassware box it arrived in.

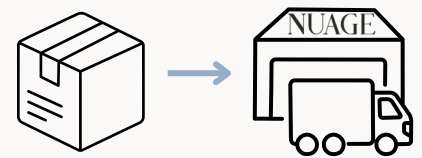
#### STEP 5



#### CHECK LABEL, PACK & SEAL

If your sample arrived in a larger outer shipping box, place all individual boxes back inside it exactly as received. If a return label is pre-affixed to the flap, ensure it is facing outward and visible before sealing. Then tape all seams securely.

#### STEP 6



#### RETURN SAMPLES

Return your sample using the method indicated on your order paperwork. Note that if you are returning your order via UPS, we will schedule a Return Pickup on your behalf.



## A NOTE REGARDING DAMAGES TO TABLETOP SAMPLE ORDERS

### REPLACEMENT FEE POLICY

If a sample item is returned broken and there is evidence that proper steps were not taken to ensure safe packing and return (i.e. negligence), the client will be subject to full replacement fees in accordance with the Nuage Designs Rental Agreement. The Damage Protection Fee does not apply to shipped sample items, as samples are provided as a courtesy outside of a standard rental order.

### REPLACEMENT FEE SCHEDULE

Item Category	Replacement Fee (Negligence)
Non-Premium Tabletop Items	4x the rental price
Premium Tabletop Items	10x the rental price.

#### WHAT CONSTITUTES NEGLIGENCE?

Evidence of negligence includes, but is not limited to:

- Items returned without original packaging or any protective wrapping
- Multiple loose items placed together in a box with no dividers or cushioning
- Items returned with debris, organic material, or evidence of use for food service
- Packaging that is visibly insufficient for fragile goods (e.g., no padding, inappropriate packaging)

Per the Rental Agreement, Nuage reserves the right to determine what constitutes damage and negligence in its sole discretion.