

## PRODUCT PRICE MATCH POLICY

At The Window Boutique we take pride in offering high-quality, custom-made blinds, curtains, and shutters tailored to your unique specifications. We understand the importance of value and strive to ensure that you receive the best pricing for your custom window treatments.

### OUR CUSTOM PRODUCT PRICE MATCH GUARANTEE

If you find a lower advertised price on a comparable custom-made product from a competitor, we are committed to matching that price.

### ELIGIBILITY CRITERIA

To be eligible for a custom product price match, the following criteria must be met:

- The competitor's custom-made product must be comparable in terms of materials, design, measurements, and any other relevant specifications.
- The competitor's price must be currently advertised and available for custom orders.
- A detailed written quote from the competitor, specifying the materials, design, measurements, and any other relevant details, must be submitted for verification.
- The competitor's custom product must be of the same quality design and craftsmanship.

### EXCLUSIONS

Our Custom Product Price Match Guarantee does not apply to the following:

1. Prices from auction or marketplace websites (e.g., Facebook, third-party sellers).
2. Clearance, closeout, or liquidation sales.
3. Custom products with differing materials, measurements, or design specifications.
4. Discounts or promotions offered as part of a bundled package or as part of a loyalty program.

### HOW TO REQUEST A CUSTOM PRODUCT PRICE MATCH

To request a custom product price match, please follow these steps:

- Ensure that the custom product meets the eligibility criteria.
- Contact our team with the competitor's detailed written quote and a photograph or link to the comparable custom product.
- Our team will verify the information, and if eligible, provide you with instructions on how to proceed with your custom order at the matched price.

### OUR COMMITMENT TO CUSTOM EXCELLENCE

We reserve the right to refuse a custom product price match if it does not meet our eligibility criteria or if we believe it would compromise the quality and uniqueness of our custom-made products.

### POLICY REVISIONS

We may update or revise our Custom Product Price Match Policy at any time without prior notice. Any changes will be effective immediately upon posting to our website.

For any questions or concerns regarding our Custom Product Price Match Policy, please contact our team at The Window Boutique.

hello@window.co.za | Tel: 0832764606 | Tel: 0328152973

Thank you for choosing The Window Boutique. We look forward to creating the perfect custom window treatments for your space!