

# ORDER FORM

THREE CONVENIENT WAYS TO ORDER

## Phone

Call us at 800-762-1751, 7 days a week.  
 Customer Service hours are  
 Mon - Thu, 5 am-7 pm PST  
 and Fri - Sun, 5 am-5 pm PST.

## rhbabyandchild.com

Visit our website for an expanded selection of  
 merchandise, and additional views and colors.

## Fax or Mail

Fax your order to 800-347-2598 or mail to  
 Restoration Hardware Baby&Child  
 2900 North MacArthur Drive, Suite 100,  
 Tracy, CA 95376

**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/ FINISH/SIZE	NAME/DATE/INITIALS FOR PERSONALIZATION	PERSONALIZATION STYLE & THREAD COLOR (LISTED IN CATALOG & WEB)	GIFT BOX (Y/N)	GIFT BOX COLOR (PETAL, CLOUD OR SILVER SAGE)	QTY	UNIT PRICE	TOTAL

**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 \$3,000	10% of merchandise total
\$3,000.01 & 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 MER-  
 CHANDISE 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**

ADD \$15 PER DELIVERY ADDRESS \_\_\_\_\_ \$

**ADDITIONAL FREIGHT CHARGE**

ADD ANY ADDITIONAL SHIPPING  
 CHARGES LISTED IN (\$) AFTER PRICE \_\_\_\_\_ \$

**SALES TAX** (SEE LEFT)

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

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

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

**TOTAL**

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

VISIT US AT [RHBABYANDCHILD.COM](http://RHBABYANDCHILD.COM)

## gift services certificates & boxes

**GIFT CERTIFICATES** Let your family and friends select something special. Available online in \$5 increments ranging from \$25 to \$500, or through our catalog in any denomination, our attractively packaged gift certificates can include a personalized inscription. We send gift certificates via U.S. Priority Mail (5-7 business days) at no charge, along with our current catalog. Use item # 100886 when ordering.

**GIFT BOXES** Many of our items may be gift boxed for \$5.95. Our signature polka-dot box, available in your choice of petal, cloud or silver sage, comes tied with a chocolate-brown ribbon. Larger items cannot be gift boxed; call Customer Service at 800-762-1751.

## gift registry

When it's time to design a well-outfitted haven for your new arrival, look no further. We offer a complete selection of furniture crafted to the highest safety standards, Italian and European bedding, organic bedding, bath essentials and apparel, and coordinating window, lighting and eco-friendly paints to tastefully complete your nursery.

To make life easier, we've streamlined the registry process so that it's a joy to give and receive. Our Gift Registry booklet details nursery essentials and safety tips, while our checklist summarizes what you'll need to welcome your baby home. You can manage your registry online, track thank-you notes and receive a discount on registry items that weren't purchased.

Visit us online at [rhbabyandchild.com/rhbc/registry](http://rhbabyandchild.com/rhbc/registry) to sign up today. We look forward to working with you, your friends and family to create a beautiful and welcoming space for your new arrival.

## eco-friendly & oeko-tex certified

\* The European Oeko-Tex ecological certification process tests for more than 100 harmful substances. Rigorous Oeko-Tex certification ensures that every textile component - from thread to button to fabric to dyes - is free of harmful toxins or irritants, is biodegradable and recyclable. Certification also guarantees that all stages of the production process are eco-friendly and do not generate air, water or noise pollution.

## eco-friendly paints

Our eco-friendly, no-VOC (volatile organic compounds) satin interior paints contain significantly fewer polluting toxins and are odor-free and mold-resistant. Available in our signature palette of Petal Pink, Cloud Blue, Bright Silver Sage, Right White, Toast and Chocolate Chip. Sold by the gallon or in a 4-oz sample size.

## delivery terms & conditions

**SERVICES** We ship most orders to arrive via UPS in 3-7 business days. **Stocked furniture noted as express delivered** in our catalog will arrive in 1-2 weeks in most metropolitan areas. **Custom orders** will arrive in 45 days in most metropolitan areas. **Furniture that requires in-home assembly** (e.g., some cribs, beds), or is too large to ship via UPS, will be unpacked, inspected and placed where you like. All packing materials will be removed. **Furniture that does not require in-home assembly** will also be placed in your room of choice. However, packaging materials will not be removed. When ordering, please provide a daytime phone number to arrange delivery. We will not charge you until we ship.

**RUSH DELIVERY** For an additional \$15 per address, we can ship most orders received by 12 noon ET to arrive in 2-3 business days. Additional charges apply to orders with multiple boxes, large or bulky items, and shipments to Alaska and Hawaii. Rush delivery is not available for furniture or to APO/FPO addresses, P.O. boxes, U.S. territories or Canada. Overnight delivery is available to most locations in the continental U.S. Please call Customer Service at 800-762-1751 for details.

**SHIPPING** Shipping charges (see chart) are for each address. We will not charge you until we ship. We cannot ship outside the U.S. and Canada, nor to the U.S. Territories, including Guam, Puerto Rico and the U.S. Virgin Islands.

**ADDITIONAL FREIGHT CHARGE (\$):** Certain large and heavy items cost more to ship and therefore require that we levy an additional freight charge (listed in parentheses after the item's price in our catalog). Please add this amount to the regular shipping charges (shown on opposite page).

**ALASKA & HAWAII** Most orders to these destinations ship via Priority Mail. Larger items must ship via UPS Rush; extra delivery charges apply. Some oversized or heavy items cannot ship outside the continental U.S. For more details, call Customer Service at 800-762-1751.

**CANADA** All items ship from the U.S. All prices shown are in U.S. dollars. We will add a flat 20% charge, which will cover shipping, handling, duty and broker-

age. 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 New Brunswick, Nova Scotia, and Newfoundland have 5% G.S.T (Goods & Services Tax) added to all orders. The following provinces have P.S.T (Provincial Sales Tax) added to all orders: British Columbia (7% PST), Saskatchewan (5% PST), Manitoba (7% PST), Ontario (8% PST), Prince Edward Island (10% PST). New Brunswick, Nova Scotia, and Newfoundland have 13% H.S.T (Harmonized Sales Tax) added to all orders. Quebec has 7.5% Q.S.T. (Quebec Sales Tax) added to all orders. These applicable tax rates are subject to change. For the Calgary, Toronto or Vancouver metropolitan areas, allow 1 to 2 weeks for delivery of stocked items and 45 to 60 days for custom upholstery orders. For other metropolitan areas, allow 3 to 4 weeks for delivery of stocked items and 60 to 75 days for custom upholstery orders. Rush delivery is not available. Please contact customer service with further questions.

## 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 a proof of purchase is presented within 30 days of delivery. Customers should measure entry ways and access points prior to ordering to avoid delivery problems.

**CUSTOM ORDER ITEMS** Custom order merchandise is custom made upon order and is 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. Personalized items and upholstered furniture not identified as stocked in our catalog are considered custom orders.

**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.

## our furniture lasting quality

Our furniture collections are expertly crafted from quality materials, including hand-selected premium hardwoods and veneers or artisan-finished metal. Dressers and nightstands include English-dovetailed drawers, wood-on-wood drawer glides, dust panels and drawer tip rails for added safety. The construction also features tongue-and-groove and mortise-and-tenon joinery. Finishes are carefully hand-applied using a multi-step process. Due to natural variations in the woods and a hand-applied finishing process, finishes and distressing may vary slightly. Finally, each piece of furniture is accented with quality hardware. Our collections are designed to grow with your child from nursery to bedroom, and our commitment to quality ensures that each piece will endure for years to come.

## crib safety standards

All of our cribs are tested to the highest ASTM (American Society for Testing & Materials) safety standards. Each crib undergoes rigorous testing by independent laboratories for compliance with current ASTM crib safety standards, and all of our cribs meet or exceed these strict requirements. Our cribs feature stationary sides and easily adjustable mattress-height settings. All wood cribs convert to toddler beds, with conversion kits sold separately.

## swatches & replacements

Wood, upholstery, flooring and drapery swatches, as well as replacement parts, are available for your convenience. Call Customer Service at 800-762-1751.