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Rush Order Policy – RM COCO Custom Window Treatments

We understand that timelines can be critical when it comes to window treatments. To better serve your needs, we offer rush processing options based on current production scheduling. A rush fee is necessary to offset the additional costs we incur for expedited production, including overtime labor and adjustments to our standard workflow. Please review the following policy carefully before submitting a rush request.

Rush Fee Structure:

- **14+ Business Days:** 50% of product price
- **10–14 Business Days:** 80% of product price
- **6–9 Business Days:** 100% of product price
- **Fewer Than 6 Business Days:** Rush fee will be determined at the time of request approval, based on schedule availability.

Policy Terms:

- **Manager Approval Required:** All rush requests must be reviewed and approved by the **Workroom Manager** prior to being offered to the customer. This ensures we can accommodate the request within our production schedule.
- **Customer Confirmation Required:** A formal confirmation, including the applicable rush fee, must be reviewed and approved by the customer before the order is released to production.
- **No Order Changes:** Once the confirmation is approved, **no changes** (including fabric, dimensions, or design) can be made to the order.
- **Timing Start:** Rush timelines begin **only after the customer has approved the final order confirmation and all materials have been received and inspected in the workroom.**
- **Non-Refundable Fees:** Rush fees are **non-refundable and non-transferable**, even in the event of cancellations or changes.

Due to the custom nature of our work, all rush requests are handled with care and consideration for existing production commitments. We appreciate your understanding and cooperation in helping us deliver the highest quality window treatments within your desired timeline.