

# LAFAYETTE INTERIOR FASHIONS™

AMERICAN QUALITY CUSTOM | SINCE 1950

## MySwatch | FAQ

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**Q:** Where can I order a MySwatch?

**A:** You can order directly from the Dealer Center under the *Resources* or *Ordering and Quoting* tabs. Click on Materials Library, select your items, and add them to your cart.

**Q:** How many swatches can I order?

**A:** You are allowed up to 20 swatches per day.

**Q:** How many orders can I place in one day?

**A:** You can place up to two orders per day. However, you cannot order more than a combined total of 20 swatches. For instance, if you select 5 swatches on your first order, you can only select up to 15 swatches on your second order.

**Q:** What is the size of a swatch?

**A:** The size of a swatch varies by product. Please use the following guide for size breakdowns:

- Allure | 3" x 8"
- Classic Collection Aluminum Blinds | 3"
- Discoveries Vertical Blinds | 3"
- Genesis | 6" x 6"
- Manh Truc | 6" x 6"
- Parasol | 3"
- Tenera | 3" x 8"
- Wood & Faux Wood Blinds | 3"
- Select Masterpieces Fabrics | 6" x 6"

**Q:** How much does a swatch cost?

**A:** Swatches are \$2 each. However, Advantage Partners and Select Masterpieces Partners are allowed up to 10 free swatches a day.

**Q:** (Partner Specific) What if, for example, I place 3 swatches on my first order and 9 swatches on my second? Will I still receive 10 free swatches?

**A:** (Partner Specific) You will still receive 10 free swatches, regardless of how those swatches are distributed. In this specific instance, you would only be charged for 2 of those 12 swatches.

**Q:** What are my shipping options?

**A:** The only option we currently offer is FedEx. Due to an influx of missing mail orders, USPS is no longer available.

**Q:** How much will shipping cost?

**A:** \$10/order for FedEx Ground and \$20/order for Next Day Air. Please note, however, that Next Day Air does not guarantee same-day shipment.

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**Q:** Can I ship swatches to my customer(s)?

**A:** Yes; however, you must unclick the shipping address box and enter their address at the time of checkout. Otherwise, the order will be sent to the address we have on file for your account.

**Q:** If I place two orders in one day, can they be shipped together?

**A:** Unfortunately, no. They will be charged and shipped separately. However, you can place up to 20 swatches on one order to minimize shipping costs.

**Q:** What are expected lead times?

**A:** Orders are typically completed within 1-2 business days

**Q:** How do I pay for a MySwatch order?

**A:** You can pay for your MySwatch order at the time of checkout. We accept all major credit cards except American Express.

**Q:** Can you bill my account?

**A:** Unfortunately, no.

**Q:** I'm on a Lafayette Truck Run Route. Can you throw my order on one of your trucks?

**A:** Unfortunately, no.

**Q:** How do I track my order(s)?

**A:** Once FedEx has scanned your order, you will receive an email with a tracking number.

**Q:** What do I do if my order goes missing?

**A:** If your order goes missing or does not arrive, please file a claim with FedEx. Lafayette Interior Fashions is not responsible for packages once they leave our facility. Missing orders will only be replaced at the customer's expense.

**Q:** I have a question that is not listed on this forum.

**A:** If you have a question that is not listed on our FAQ page, please direct your question to [myswatch@lafvb.com](mailto:myswatch@lafvb.com).

**Q:** I'm still having trouble. What do I do?

**A:** If you're still having trouble, please reach out to your Lafayette Sales Team. They will be happy to assist you!