



Sylvane's Best Price Guarantee

At Sylvane, we strive to provide you with high quality products at competitive prices. As a trusted partner of select premium brands, we are excited to offer our Best Price Guarantee on an assortment of top tier products. If you find an identical item at a lower price from any authorized retailer, **we won't just match it—we'll beat it!**

Here's how it works:

What Qualifies for a Best Price Guarantee?

1. **Verify the Product:** The product must be the same brand, model number, color, and specifications as the one available at Sylvane. It must also be in new condition and in stock at the other retailer.
2. **Eligible Retailers:** We will beat prices from authorized retailers. Exclusions apply for auction sites, membership clubs, and third-party marketplace listings.
3. **Advertised Price:** The Best Price Guarantee only applies to competitors' advertised prices that are visible to everyone, regardless of membership or account status.
4. **Timeframe:** The price match must be requested prior to purchase.

Best Price Guarantee Exclusions

- **Promotional Pricing:** Limited-time offers, flash sales, rebates, and clearance items are excluded.
- **Shipping:** Best Price Guarantees are based on the final total price, including shipping fees within the continental US.
- **Bundled Offers:** We do not match prices for bundled product offers or items sold with additional services like installation.
- **Coupons and Discounts:** Price matching cannot be combined with coupons, promotional discounts, or special offers.

How to Submit a Best Price Guarantee Request

Simply contact our customer service team via chat, email supportdesk@sylvane.com, text 678-941-0250, or call 1-800-934-9194 with the following details:

- Product name and model number

- The competitor's price and link to their offer
- Shipping address

Once we verify the competitor's pricing, we'll beat the price. It's that simple!

Best Price Guarantee Limitations Our Best Price Guarantee is designed to ensure you always get the best price. However, we reserve the right to limit quantities.

Contact Us

If you have any questions or need assistance with a Best Price Guarantee request, email us at supportdesk@sylvane.com