

RETURN POLICY

THE SHORT VERSION:

We stand behind every product we sell, and work hard to exceed our customers' expectations! We will always replace or repair damaged or defective items at no cost to you. We will always take care of your products under warranty.

Return requests for any other reason, if authorized, are subject to shipping & restocking fees payable by the customer. Stocked furniture items are expensive to return. Made-To-Order furniture items are impossible to return. PLEASE be confident in your purchase. We are here to assist you in every way before you buy.

All purchases are subject to our [Terms of Service](#) and [Payment Terms](#).

THE LONG VERSION: 21-DAY RETURN POLICY

Return Requests must be made within seven (7) days of receipt of delivered merchandise, and if authorized, must be returned within fourteen (14) days after the RMA is issued. After twenty-one (21) days from the receipt of merchandise, the Return Authorization Period expires. If an item is being returned rather than replaced, credits are issued within 72 hours from the time the item is received, inspected, and the RMA is processed internally (allow 2-5 business days for the RMA review process).

NO RETURNS WILL BE ACCEPTED without prior written authorization and RMA # (Return Merchandise Authorization). Anything Returned-To-Sender will be refused, and we cannot be held responsible for any items returned in this manner. Items must be in the original condition and packaging (do not assemble or modify in any way). Items returned in anything other than the original intact packaging, without prior authorization, will be refused. Please do not write on the box or a 10% re-box fee may apply.

TYPES OF RETURNS/REPLACEMENTS

✦ DAMAGED OR INCOMPLETE SHIPMENTS

Please do not reject shipments! In the unlikely event of visible damage to any box, note "DAMAGED SHIPMENT" on the freight bill, and contact us at once with pictures. If part of the order appears to be missing, note "INCOMPLETE SHIPMENT" on the freight bill and contact us. If you refuse an order shipped by common freight carrier for any reason, you may be subject to a minimum \$149 freight refusal fee.

✦ WRONG OR DEFECTIVE PRODUCTS

If you discover your item has something defective/missing or is not the item your ordered, send us photos that explain the problem. Many times we can repair or replace a part without needing to replace the entire item. For complete replacements, we will advise on the return merchandise handling on a case-by-case basis. If your order includes assembly services, our crew will help facilitate the return/repair process but first you must contact us directly.

For items that must be returned: If it is convenient to schedule a pickup during normal business hours (M-F 8am-5pm), we can arrange for a hassle-free return, and our courier will arrive with RMA documents in hand. If you prefer to drop off the items yourself at the nearest courier facility, we will send you the documents directly. The RMA documents must be affixed securely to the outside of the box(s) in order to ensure that it arrives intact.

✦ NON-DEFECTIVE PRODUCTS

Non-Defective reasons for a return might include:

Change of heart, bought by mistake, no longer needed, better price available, item arrived too early or too late, item arrived not as expected (but accurately advertised). Sensory claims related to things like color perception, comfort, smell, quality, or other personal tastes are not something we can fully cover, as they can be quite subjective. We may still honor a return; we just cannot pay to ship it back. Special orders and custom "Made to Order" items are not returnable under any circumstances for non-defective reasons.

Monetary credits or refunds cannot and will not be granted for any labor services performed as promised. This includes Inside Delivery Services, Assembly Services, and any other related services that involve a labor crew who completes a service with billable hours to the best of their abilities.

If we authorize a non-defective return (at our discretion), the total credit amount will have labor fees and return shipping costs deducted (unless prepaid by you), and may also be subject to restocking fees of 15-25%. Item MUST be received: in the original condition and packaging, at the correct return address, with the supplied RMA# documents, and within 14 days of RMA# issuance. Due to the dollar value of most products, **we strongly encourage** shipping your item with tracking, and have it insured for an amount that covers the cost of the product and shipment. If the return is lost or damaged in transit, we cannot grant any credit; it would be the customer's responsibility to file a claim with the carrier.