Buyer Notification

Important:

- Cancellations are not permitted after 2pm PST US time each day for same-day and prior orders (including orders without a shipping order number).
- Tracking number will be provided about 3 business days after order date.
- Standard handling time is 1-5 business days for drop ship, 1-10 business days for LTL. 97% of drop ship orders will be shipped out within 3 business days.
- Furniture warranty is 1-year limited.
- Replacement orders are shipped FedEx, with the same handling time as above.

MAP Policy:

MUST follow MAP pricing or else will be terminated cooperation from store.

Notes:

- "Soft" MAP means the lowest price you can set is 15% below MAP pricing. "NO" MAP means there's no restrictions.
- White label products have no MAP restrictions
- Cannot resell using brand names

Return Policy

Returning Products to Us:

We value your business and your satisfaction is what matters most. If you are not satisfied with your purchase, you may return it to us following these guidelines:

To return merchandise for any reason:

• All returns do require a Return Authorization number. Please contact store customer service for a Return Authorization. This number must be clearly displayed on the outside of the return package.
• Shipping charges, either way, are not refundable.
• Returns must be requested within 30 days of the original ship date.
• Products must be returned in original packaging and in original condition.

• Returns will be subject to a 25% restocking charge.
• Returns must be shipped back to us, prepaid, to the distribution center noted in the upper right hand corner of your original packing slip.
• ”Special Buy” items are final sales and cannot be returned.
• Return shipments that are not prepaid will be refused.
• Unauthorized returns will be refused.
• Credit will be issued for merchandise only upon receipt and inspection of returned merchandise, less restocking charge and handling fee.

Damaged merchandise:

You need to provide necessary information about damaged and defective products. Specifically, photos, explanations, descriptions.

For products with Manufacturing defects, please contact our customer service and we will assist you with a replacement or a refund. If your order arrives damaged due to shipping, keep the original shipping cartons and all packing materials for inspection by the carrier. And you can also contact us to discuss.

Mistakes do happen:

We make every attempt to avoid errors in pricing, product information and product availability. If an error does occur, we reserve the right to correct it and we apologize for any inconvenience it may cause.