

1. All claims for defects, merchandise must be packed in Furniture of America's original boxes, without any writing or marks on the boxes. All eligible returns must be made through the same warehouse where the merchandise was purchased from.
2. Returns and Exchanges are allowed within Thirty (**30**) days from the invoice date. Claims for defects or missing parts must be made within Sixty (**60**) days. RMA is required for all returns and exchanges. NO EXCEPTION.
3. **Pictures are required** to claim merchandise defect.
4. Any merchandise returned due to error or damage incurred is subject to 15% restocking fee without exception
5. Any claim for merchandise damaged in transit must be made through freight carrier. Before signing freight bill, please inspect all boxes for damages. (Please make sure carrier signs freight bill for any damages.)
6. We do NOT handle claims from consumers directly. All requests must go through the dealer who sold the merchandise to the consumer.
7. All merchandise is intended for **residential use only**, and not designed for industrial, commercial, institutional and rental use. Damages caused by such uses and normal wear & tear are not eligible for return or exchange.