



## Warranty Policy

### RETURNS

Returns are only accepted for products with defects in material or workmanship upon arrival.

Customers should inspect all deliveries immediately upon arrival. All products are considered to be in good condition as of delivery unless they are reported defective or delivered in error within 1 day of receipt at the shipping address on record.

Please make note of any damage to boxes, material defects or errors in delivery. Defective products and products delivered in error may be returned to OPTIONS Wholesale Furniture only after obtaining a Return Authorization Number.

Please email [optionsfurniture@hotmail.com](mailto:optionsfurniture@hotmail.com) for additional information or to request the Return Authorization Number.

### TIMEFRAME TO REPORT DAMAGES

You have 1 day from the receipt date to report any issues with your delivered items.

\*\*If the packaging is noticeably damaged, before unwrapping the item, please take clear photos. Please keep all original for any possible returns.

### PICTURES

In order to process any claim, photos of the damaged or defective item(s) are required.

1st photo: A clear photo of the packaging label and/or the product sticker information.

2nd photo: A photo of the specific damage(s) or defect(s) on the item(s).

It is mandatory that all two photos are sent in with your claim in order to have the claim processed. Additional photos are welcomed and encouraged to better the claim.

Any neglect to comply with the above instructions will result in a defer or refusal of the whole request.

#### Implemented for return policy

20% restocking fee if the item is complete and in the original box

50% restocking fee if the item is not in the box but still complete

Shipping cost is not refundable

Shipping back cost will not be matching the original shipping cost. You will get a new quote.