



## **Return Policy**

### **1. Damage and Shortages:**

Customers must inspect their delivery upon receipt. Any shortages or damages must be reported within 72 hours. Claims made after this period will not be accepted, and the order will be considered final. Please document damages with photographs and include them when filing a claim.

### **2. Return Window:**

Returns will only be accepted within 30 days of the product delivery date. No returns will be allowed after this period, and the product will be considered non-returnable.

### **3. Restocking Fees:**

#### **○ Assembled Items (Unopened Boxes Only):**

Assembled cabinetry and related items can be returned within 30 days if they remain in unopened and undamaged boxes. These returns will incur a 35% restocking fee.

#### **○ Ready-to-Assemble (RTA) and Trim Products:**

RTA products, trim, and similar items can be returned within 30 days and will be subject to a 25% restocking fee.

### **4. Return Condition:**

All returned items must be in resalable condition, which means the product must be in its original packaging, unopened (if applicable), and without any visible signs of wear or damage. Any items that are not in resalable condition will not be accepted for return or refund.

### **5. Natural Variations in Wood:**

Wood products naturally exhibit variations in color, grain, and mineral streaks due to environmental exposure. These natural characteristics are not considered defects. Additionally, wood cabinetry may expand and contract due to changes in temperature and humidity. Such changes are expected and will not be grounds for a return.

