

WARRANTY

Shipping Terms & Condition

Shipping & Returns

If, for any reason, you are not satisfied with your purchase, we will gladly accept your return within 30 days of you receiving your item(s) Please note that certain items are considered custom or special request orders by the manufacturer, and certain products are non-returnable.

Non-Returnable items:

- Assembled cabinets
- Modified items (such cut or add)
- Out of original packaging
- Custom made or special request items
- Without the original invoice /sales order
- Imperfections or damages that falls within the limitation and disclaimers of [Cabinets Warranty & Disclaimers](#).

Please note, returns after 30 days of receipt will be subject to approval, depending on the elapsed time and condition of returned items.

A restocking fee will be applicable to most items returned. The return shipping will be the responsibility of the customer.

Please follow the directions below to submit a return request.

1. Submit your return request within 30 days of receiving your order.
2. Complete the request form with as much detail as possible.
3. Once your request is submitted, you can expect to receive an email from us within 1-4 business days to confirm the return.
4. Once the item(s) we received from you are in the expected condition. An email confirmation will be sent to you with your refund, which will go back to the original method of payment.
5. Please be aware that we charge 15 % restock fee for any returns.

Damaged Products

Our intention is to ensure your items picked or delivered in perfect condition. In the unlikely event that some items of your order damaged when you picked or delivered we will make every effort to help you obtain the necessary replacements as quickly as possible at no extra cost to you.

In some cases you may be required to provide photos in order to fulfill your replacement requests. Photos are generally requested to confirm the extent of damages for the manufacturer to determine if replacement parts or a full unit replacement is required.

If a full replacement unit is sent, the original item becomes the property of HomeCo. Occasionally we may pick up the damaged or defective items for inspection. Because of this, all items should be kept in their original packaging until further instructions from HomeCo are given.

Please note that Damaged Products does not consider imperfections and aspects stated in our [Cabinet Warranty and Disclaimers](#).

Replacement Policy

1. Submit your replacement request within 10 days of receiving your order by email or phone call.
2. Complete the request form in detail.
3. Once the request has been submitted, you can expect to receive an email from us within 1-4 business days

If you decide not to pursue replacements, your order can still be returned and credit will be issued to your account or your original payment method.

For orders shipped White Glove/Liftgate Service or Truck Freight:

It is very important that the actual customer who placed the order be present to inspect the item and sign the delivery document.

It is the customer's responsibility to notate all and any problems with the order at time of delivery. If the issues with the delivery are not properly noted on the shipping document, we may not be able to offer a satisfactory solution.

Follow the below steps to ensure that your order is properly signed for,

1. Inspect the product while the driver is on site and notate any problems or exceptions with the order on the delivery documents provided. Even if the package appears only slightly damaged, write "Package Damaged" when you sign for delivery. This is VERY important.
2. Inspect all item pieces before assembling the product and report any problems to HomeCo immediately.