

TUHOME

TUHOME FURNITURE'S RETURN, REFUND AND EXCHANGE POLICY

IF NOT LONGER NEEDED

We have a 30-day return policy, which means that, if you change your mind, you have 30 days after receiving your item to request a return.

To be eligible for a return and full refund, your item must be in good and salable condition. Upon receipt, the item must be unworn, with tags, and in its original packaging. You will also need the receipt or proof of purchase and comply with the manufacturer's warranty policy, which can be found inside the furniture packaging.

To start a return, you can contact us in our webchat, by phone, or by email at customerservicetuhome@rta.com.co. If your return is accepted, we'll send you instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return questions at customerservicetuhome2@rta.com.co

DAMAGES, RETURNS, REFUNDS AND ISSUES:

Please inspect your order upon reception and contact us immediately if the item is defective, damaged, or if you receive the wrong item so that we can evaluate the issue and make it right.

Full refunds: will only apply for products with 50% or more damaged or missing parts.*

Partial refunds: will only apply for products with less than 50% damaged parts or missing parts.*

*This applies to assembly hardware, missing parts, broken parts, and scratched parts.

EXCEPTIONS / NON-RETURNABLE ITEMS:

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials,

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flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

We do not accept any mishandled products or with any modifications made.

Unfortunately, we cannot accept returns on clearance and discontinued items or gift cards.

EXCHANGES:

If you'd like to exchange an item for a different color, size, or product altogether, we are happy to help you with that! The process is similar to a return; just contact us within 30 days of receiving your item. Return shipping costs still apply for all exchanges and will automatically be deducted from the refund amount.

The customer must assume all exchange costs, including shipping fees.

REFUNDS:

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.