

FREE SHIPPING & No SALES TAX**customerservice@jubilee.net****Phone: 702-413-1253**

Claim Policy

SELENA MOD CLAIM POLICY

ABOUT OUR CLAIM POLICY

At Selena Mod, we respect and value our customers, which is why we strive to provide the best service possible. Because we want you to be fully satisfied with your purchase, we will do our best to ensure a seamless manufacturing and shipping process. If there are any discrepancies noted during the final delivery of your order, Selena Mod will work adamantly to provide an appropriate resolution.

KEY POINTS

For each claim, it is essential to make note of the following key points:

- **Make sure the information you provide while filling out the [Claim Form](#) is accurate; the claim process will commence as soon as you finish filing your form**
- **Visible damage must be noted on the Proof of Delivery (POD)—a receipt provided to the customer upon delivery—before it is signed*****
- **Claim forms must be received within forty-eight (48) hours from the date you receive your order**
- **Additional information required to sufficiently process your claim must be submitted within seventy-two (72) hours from the date of the request**
- **Please allow up to fourteen (14) business days from the date you submit your claim for any notifications from the Selena Mod Claims Department**
- **The claim process may take up to thirty (30) business days from the in claim date**

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- For customers who provide insufficient documentation or fail to maintain continual correspondence with a Selena Mod representative, their claims may either be delayed or closed entirely
- Approved claims offering uplifts in the form of in-store or online credit will be settled in an amount determined by Selena Mod
- Selena Mod does not refund any shipping charges
- Unauthorized returns and refused shipments will incur a restocking fee and additional freight charges
- Unless requested by a Selena Mod Claims Department representative, all information pertaining to damaged or misplaced items **MUST** be placed on one claim form; uplifts, repairs, or replacements will **NOT** be supplemented for any details intentionally or unintentionally omitted during the initial 48-hour claim process
- All proposed uplifts, repairs, or replacements from Selena Mod will **NOT** be processed separately; in order to process any claim with multiple offers, the Claims Department requires one (1) email confirming all resolution types simultaneously
- Any item with concealed damage (i.e., any non-exposed damage) may, if the damage does not affect the product's functionality, be resolved with an uplift in lieu of repairs; unless previously agreed upon, repairs for torn fabric pieces underneath a sectional (i.e., dust covers that are not visible) will **NOT** be repaired or installed by Selena Mod or third-party contractors
- Replacement parts such as legs, glass panels, or other accessories will **NOT** be installed by Selena Mod or any third-party contractor; customers may locate contractors or companies to perform the installations

Once you have submitted your claim, the Selena Mod Claims Department will contact you, via email, with the next steps. Please be aware that you must retain the original packaging until your claim is resolved.

CLAIM REASON

Customers may make a claim for any of the following reasons:

- Ripped, torn, or dented contents (including damage to the packaging)
- Stained sectional pieces or accessories
- Unusually lengthy delays*

The reasons listed above are the most common for customer claims. However, if at any time you feel unsure about what constitutes as a valid claim, please do not hesitate to reach out to us.

CLAIM FORM & PROCEDURE

Follow the steps below to complete the initial claim process:

1. Go to the [Claim Form](#) page
2. Fill out each starred (*) section
3. Upload photos and/or videos showing the damaged item(s)
4. Submit your claim

The following information is required for us to substantiate (but not guarantee approval of) a viable claim:

- **Far view photos of the entire product**
- **Close-up photos of the damaged area(s)**
- **Photos of the packaging (with the pallets)**
- **A detailed description of the damaged or missing item(s)**

CLAIM TIMELINE

Required Documentation & Process	Response Time Frame*
Claim Form	48 Hours
Additional Documentation (if requested)	72 Hours
Claims Department Initial Assessment	14 Business Days
Claims Department Final Assessment	30 Business Days

CLAIM IS APPROVED

If a claim is approved, a Selena Mod representative will contact the customer to confirm the appropriate uplifts, repairs, or replacements according to the particular specifications provided by the customer during the claim process. Customers will be notified of approved claims via email. Once a claim has been approved and processed, the claim will be closed, and no further action regarding additional uplifts, repairs, or replacements will be possible.

CLAIM IS DENIED

A claim may be denied for any of the following reasons:

- **The initial claim form (with the proper documentation) was not submitted within the 48-hour submission range**
- **Damage to either the pallet(s) or the packaging was not noted on the POD prior to completion of your delivery**
- **The item was intentionally mishandled by the recipient(s) prior to or during the claim process (see our Warranty Policy for more details)**

If a claim has been denied, the claim will be closed, and no further action regarding additional uplifts, repairs, or replacements will be possible. Furthermore, if a customer is unable to accept a proposed resolution (i.e., if a customer continually declines an offer for repairs, replacements, gift cards, or uplifts), Selena Mod reserves the right to close the claim. Once a claim is closed, it is no longer eligible for review, and any proposed resolution will not be considered.

UPLIFTS, REPAIR & REPLACEMENTS

Uplifts (monetary compensation), repairs, and replacements for all orders are carefully assessed by the Selena Mod Claims Department and are categorized accordingly. Selena Mod works in conjunction with the carrier to determine the most appropriate resolution based on the information provided by the customer during the claim process. Any damaged or misplaced item that falls within the parameters of this Claim Policy will either be repaired, replaced, or compensated at Selena Mod's discretion. (See Chart below.)

CHART

Claim Issue	Damage Percentage	Resolution Type
Dents, Scuffs, Marks, Tears, Holes, Rips	1-10%	Uplift or Credit
Unusable (Destroyed) Furniture or Accessories	50%+	Replacement or Uplift
Damage to Removable Sectional Parts (e.g., legs, pillows, headrests, etc.)	1-10%	Replacement†
Damage to Sectional Dust Covers	1-10%	Replacement
Missing Items	N/A	Replacement or Uplift

***Delivery times vary according to a variety of factors, many of which are beyond the scope of Selena Mod’s control. Custom-made orders take approximately 12–16 weeks for manufacturing and delivery, while in-stock purchases may take 1–3 weeks. For general delivery information, please visit our [Shipping Policy](#) page. For details about delays due to external factors, you may view our [Warranty Policy](#) page.**

****Claims must be submitted within 48 hours from the date you receive your delivery. Selena Mod cannot guarantee resolution of claims submitted after the 48-hour window. While our goal is to ensure that all claims are resolved within a maximum of thirty (30) business days, keep in mind a fixed time frame for approved or denied claims is not guaranteed. The Claims Department may request additional information, which **MUST** be submitted within seventy-two (72) hours from the date you receive a follow-up response from a Selena Mod representative. If no further photos, videos, or documents are submitted, the claim will **NOT** be accepted. We at Selena Mod work vigorously with the carrier to find an appropriate resolution according to the viability and validity of each claim. Please keep in mind that “Unusable items” fall into two categories: products that have been damaged beyond repair (e.g., unrepairable or irreplaceable electronics, or items that cannot be used for the purpose for which they were intended). For these items, Selena Mod will offer the option of uplifts or replacement pieces.**

*****Declared damage on the Proof of Delivery (POD) applies to the packaging (including the pallets) and contents. Any damage not noted on the POD will be assumed to have occurred after delivery—no noted information will entail a “clean delivery”. Please retain all packaging (e.g., pallets, boxes, bubble wrap, etc.). Ample evidence of damaged or missing items is required to properly analyze and process a claim, so be sure to include as many pictures and descriptive details as possible when filling out your claim form. Claims are resolved on a case-to-case basis. Information provided to the Claims Department does not automatically guarantee approval of a claim. Proper claim submissions will help minimize delays throughout the claim process. Note: Be sure to carefully remove all contents from their packaging. Selena Mod is not responsible for **ANY** damage incurred from the use of boxcutters, Exacto knives, or other sharp objects used in the dismantling of your order’s packaging; Selena Mod will not accept claims derived from intentional or accidental rips, tears, or other damage resulting from improper use of sharp dismantling tools. In accordance with our company policy, all Selena Mod representatives responsible for the quality assurance of each order are **NOT** to dismantle the packaging or remove any items from their pallets; it is the duty of a Selena Mod Shipping Department representative to inspect all warehouse deliveries for cracks, rips, tears, or any prominent damage to the external packaging and pallets before relaying each order to its respective third-party carrier. Upon delivery, customers are expected to examine their items and notate the proper information as mentioned in the email templates and on the Claim Policy page. Customers are not to dismantle the packaging or remove the contents from the pallets without *first* examining and notating any damage on the POD. Upon signing the POD, each customer attests to the**

following: A. If external damage is prominently visible, the information is to be placed, by the customer, on the POD; B. If no damage was noted on the POD during or after the final delivery, then the customer validates that there was no prominently visible damage to the packaging (including the pallets); C. The customer affirms that the order was not removed from the pallet(s) prior to completion of the delivery process, and that photos of the pallet(s) and the packaging were taken PRIOR TO dismantling the packaging; D. The customer acknowledges receipt and acceptance of all emails relating to the POD and other key order, packaging, and pallet inspection details before, during, and after the final delivery process; and E. The customer has followed the policies set forth on Selena Mod’s Claim Policy and Shipping Policy pages. Upon approval of a claim, customers are given a time frame of five (5) business days from the date of the approval email to confirm, in writing, any repairs, replacements, and/or uplifts offered to them by a Selena Mod Claims Department representative. If no written confirmation is received by the fifth (5th) business day from the date of the claim approval email, Selena Mod retains the right to close the claim and deny any repairs, replacements, and/or uplifts. Claims can be resolved (closed) through either of the following situations: 1. A customer accepts a proposed resolution (including multiple offers); 2. A customer does not accept a proposed resolution within the allotted 5-day time period; 3. A customer continually denies a proposed offer (including multiple offers); 4. A customer does not accept all offers *simultaneously*; or 5. The Selena Mod Claims Department is unable to confirm closure of a claim with that customer. Once a claim is resolved, it is categorized as “closed.” All resolved claims will not be reopened for negotiation.

†Replacement parts that are unavailable at the time of a claim must be specially ordered. Ordered parts could take 12–16 weeks for delivery. Unless otherwise specified by the customer, any on-hand replacement parts will be sent to the same shipping address used for that customer’s final delivery; however, confirmation of an address may be required prior to shipment.

You may reach out to us at (702) 413-1253 or at claims@jubileefurniture.net with any questions or follow-up information regarding your claim. For more information regarding repairs or replacements, please see our Warranty Policy page.

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Store

Hours:

Mon-Sat |

10am -

7:30pm PST

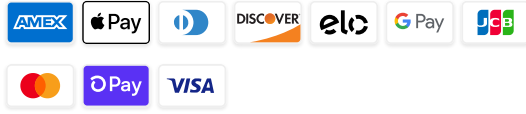
Sunday | 11am

- 6pm PST

- Payment**
- Return Policy**
- Financing**
- Claim Policy**
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702-413-1253

customerservice@selenar



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