

FREE SHIPPING &amp; No SALES TAX

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Phone: 702-413-1253



# RETURNS POLICY

## SATISFACTION GUARANTEE

Every Selenamod professional works tirelessly to ensure you are completely satisfied with your experience and purchases at Selenamod.

And if not, we'll do everything in our power to make it right—that's the Selenamod Way and our Customer Satisfaction Guarantee.

## RETURNING ONLINE ORDERS AT Selenamod

Returns are free within 15 days from receipt of product. Customers will be responsible for shipping cost.

Items must be new and in unused condition. To return items for an exchange or refund you must contact Selenamod Team via email or phone within 7 days of receipt of the delivery.

Returns are only accepted in their original packaging and in the exact same condition as received. Once an item has been removed from its original packaging and assembled it is no longer eligible for return or refund. Custom order products such as items where upholstery fabrics have been selected by the customer as well as clearance items which have been discounted are non refundable and may not be returned. In the event that Selenamod makes an exception and accepts a return, a minimum restocking fee of 50% of the original sales price will be applied. All returned items are subject to inspection once received at Selenamod. If an item is received in a different condition than it was delivered Selenamod reserves the right to apply repair-/ replacement charges. Charges will be deducted from the amount to be refunded.

All measurements and dimensions are provided in the item descriptions. Please to measure the area, as well as doorways, hallways and stairwells to ensure the ordered will fit in your designated area. Selenamod will not be responsible for shipping costs or additional expenses on items that are too large for your space. Items damaged

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in transit will be restored to first quality condition or replaced in accordance with our shipping policy and are not eligible for refund.

Every effort is made to provide high quality, accurate images to assist you in selecting your furniture. However, images may vary in color depending on a number of factors including but not limited to individual computer monitor color settings, photography, lighting and natural variations. Therefore the item you receive may not be an exact match to what you see on your computer screen. Sometimes measurements in furniture size are rounded off and thus may vary slightly from the description. If you require precise dimensions or colors, please contact us by phone or email for further assistance. Please note: Selenamod is not responsible for color variations or measurements that are slightly off (three inches or less). All returns will be subject to our return policy and all applicable fees.

Return shipping is the responsibility of the customer. The original shipping charges and handling fees for the returned item(s) is also the responsibility of the customer and will be deducted from the refund. In addition there is a 25% restocking fee which will be deducted from your refund on all drop ship orders. If the item is refused and returned to the manufacturer, any return freight costs will also be deducted from the refund.

For products that arrive damaged, or cannot be fixed with replacement parts, Selenamod will pay for a replacement to be shipped if the damage, shortage or mis-shipment is properly signed for. If damage, shortage or loss is not signed for, the manufacturer may not be able to ship replacements. If the customer does not want parts or a replacement unit, the product may be returned for credit as detailed above. All canceled orders will be confirmed by Selenamod in writing. If you have not received a confirmation, your order has not been canceled. Orders that have been shipped cannot be canceled and costs for round-trip shipping will be deducted from refunds if orders are refused. Orders that are refused are still considered returns, and as such, the restocking fee and shipping costs both ways will be incurred as detailed above.

Any order that is refused or returned because the customer does not like the product, no longer wants the product, or believed the order was canceled is considered a "buyer's remorse return", and credit will be issued as detailed above. All credits for returned items will be processed once the products are returned to the nearest store location.

#### CANCELLATION:

Cancellation within 10 days, after the initial deposit - free of charge

Cancellation after 10 days, after the initial deposit - 10% of the total sales price

Cancellation after 20 days, after initial deposit - 25% of the total sales price

Cancellation after 30 days, after initial deposit - 35% of the total sales price

All refunds will be processed in the same way as the original payment was made.

If you have any questions regarding our return/cancellation policy before or after placing an order, please contact our customer service department at (702)405-7882.

#### LOW PRICE GUARANTEE

We will match any price on the exact same item at any full-service, local retailer. Even after your purchase, if you find a lower price on the same merchandise within 30 days

we will refund you the difference, whether you found the lower price at Selenamod or at another local retailer.

This price guarantee excludes prices from wholesale companies, special orders, items shipped direct from manufacturers, floor samples, doorbusters, going-out-of-business sales, clearance, damaged, or out-of-stock items.

Please be aware that we reserve the right to change prices, terms, specifications, and warranties without notice. We endeavor to accurately describe every product offered for sale; however, mistakes can sometimes be made. Any typographical, photographic, or specification error in product description, pricing or offers is subject to correction or verification (including after an order has been submitted).

## 101-DAY MATTRESS COMFORT GUARANTEE

Advanced sleep research has shown it may take several weeks for our bodies to adjust to the proper support of a new mattress. If, after a minimum of 30 nights, you are unable to comfortably adjust to the support of your new mattress, Selenamod will give you up to 101 days from your original date of delivery to make a one-time re selection. If the re selected mattress is of greater value than your original purchase you will be charged the difference.

## LOCAL RETURNS

If you are not satisfied with your purchase from Selenamod. we offer a one-time re-selection or refund within 14 days of receiving your merchandise. (For mattresses, see Comfort Guarantee above.)

Merchandise must be in like-new condition and in original package in order to receive full credit.

Items that are purchased "As-Is" cannot be returned. Certain other products may have specific restrictions on returns or replacement. Please see store for details.

## SPECIAL ORDERS ARE NOT SUBJECT TO CANCELLATION

Availability of merchandise is estimated according to information on hand at the time order is written Selenamod shall not be responsible for delays in delivery of merchandise occasioned by manufacturer's scheduling, stock on hand, availability of materials, transportation difficulty or any other cause beyond the control of Selenamod.

## ALL SALES ARE FINAL NO REFUNDS ALL EXCHANGES AND CANCELLATIONS ARE SUBJECT TO Selenamod APPROVAL

A minimum fee of 25% of the purchase price will be assessed(re-stocking fee) on Selenamod approved returns, exchanges or cancellation. Buyer assumes all risks associated with transportation of merchandise pick up-Buyer agree to measure doorway and stairways before ordering as Selenamod is not responsible for merchandise purchase that is too large to fit. Selenamod CAN DESIGNATE A DAY FOR

DELIVERY but not a specific time, Selenamod cannot move, haul, or rearrange old furniture. Selenamod makes no warranty beyond an written description itemized on this order. Such disclaimer does not affect manufacturer warranty, if any, Selenamod will assist the buyer in the exercise of all factory warranties. All claims on merchandise must be made within three days of receipts of goods \$20 charged on returns check. There will be 3% fees charge of the total amount purchased by credit cards if canceled order by second day.

## YOUR SELENAMOD DELIVERY

Our delivery associates make every effort to ensure you have a great delivery experience. The information below will help ensure that happens:

- Please make sure your order is fully paid for or financed by noon, two days prior to your delivery date. Should you need to reschedule your delivery, please notify us at least two days prior to the scheduled delivery date in order to avoid a rescheduling fee.
- We will assign a three-hour time block during which your product will be delivered. After 7:00 PM the night before your delivery, we will email you your time block if we have your email address.
- Our delivery drivers are happy to call you 30-60 minutes in advance of your delivery if that would be helpful to you. Please make sure any information they would need to contact you is provided on the sales order. If our drivers were unable to contact you, please call our **Customer Service Center(s) @ (702) 405-7882** on the day of delivery to get your 3-hour delivery window. We are unable to make time commitments for delivery before our drivers set the three-hour window.
- Please have the room prepared and ready to receive your new merchandise. For the safety of our delivery associates please be sure to have your walkways and driveways clear and clean.
- Please plan to meet our delivery associates at the delivery address during the three-hour time block so that you will be able to inspect your merchandise with our delivery associates. If you happen to be away from home when our delivery drivers arrive they will leave a note indicating the time they attempted to deliver your product. They will try again later that day to make your delivery. If we miss you on both attempts, please contact us so we may reschedule your delivery on the next available date. A delivery fee will be charged for the rescheduled delivery.

### Company

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### Service

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Terms and  
Conditions  
Privacy Policy  
Shipping Policy

### Newsletter



### Store Hours:

Mon-Sat |  
10am - 7:30pm  
PST  
Sunday | 11am  
- 6pm PST

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