



# Refund Policy

## 30-Day Return Policy

We believe in our products and trust you will love them but, just in case you do not, River and Bord offers a *30-day return policy* not often seen in the custom furniture industry. You have 30 days to contact us, from the day of delivery, if you are unsatisfied with your furniture. The process is easy, email us to return your product and we will send someone to pick it up. You will receive a partial refund (full amount minus 10%) so long as you have the original product packaging, receipt of purchase, and the product is not damaged, soiled, or excessively used. Shipping fees are non-refundable. To initiate a return, all products must first be successfully delivered. It is important to report any transit damage or manufacturing defects within 24 hours and clearly document them on the Proof of Delivery form.

### Important Notes:

- Any piece that has been altered or customized in any way cannot be returned.
- All custom orders are final sale, this includes special sizing, COM, configurations, and custom shipping.
- We cannot accept more than 1 return or exchange per household (determined by delivery address).
- Due to the custom nature of our pieces, we cannot accept a return or exchange on any pieces that were undeliverable due to incorrect measurement of the space.
- A percent (10%) of your purchase will be withheld from all refunded pieces, this includes manufacturing defects and transit damage. Shall manufacturing defects or transit damage be the cause of return, every effort will be made to restore a piece to the ordered specifications which may involve a repair or replacement.