



## Refund Policy for Home Furnishing Online Store

This Refund Policy describes the terms and conditions for requesting refunds for products purchased from Home Furnishing ("we," "us," or "our") through our online store (the "Service"). By making a purchase through the Service, you agree to the terms of this Refund Policy.

### Eligibility for Refunds

#### 1.1 Damaged or Defective Products:

If you receive a damaged or defective product, you may be eligible for a refund. Please contact our customer support within [number of days, e.g., 7 days] of receiving the product to report the issue and initiate the refund process. We may request supporting evidence such as photographs or videos to assess the damage or defect.

#### 1.2 Non-Delivery:

If your order has not been delivered within the estimated delivery time frame provided at the time of purchase, please contact our customer support. We will investigate the matter and, if necessary, offer you a refund.

#### 1.3 Change of Mind:

We understand that sometimes you may change your mind about a purchase. Unfortunately, we do not offer refunds for change of mind or if you simply no longer want the product. However, we encourage you to reach out to our customer support to discuss alternative options, such as an exchange or store credit.

### Return Process

#### 2.1 Authorization:

Before returning a product, you must obtain authorization from our customer support. Please contact us via [contact details] to initiate the return process. We will provide you with further instructions, including the return address.

#### 2.2 Condition of Returned Products:

To be eligible for a refund, returned products must be in their original condition, unused, and in the original packaging. Any product that has been used, damaged, or is not in its original packaging may not be eligible for a refund.

## 2.3 Return Shipping:

If the return is due to a damaged or defective product, we will provide a prepaid shipping label for the return. In other cases, you will be responsible for the return shipping costs. We recommend using a trackable shipping method to ensure the safe return of the product.

## Refund Process

### 3.1 Inspection and Processing:

Once we receive the returned product, we will inspect it to verify its condition. If the product meets the eligibility criteria for a refund, we will proceed with the refund process. Please note that the inspection and processing may take [number of days, e.g., 5-7 days] from the receipt of the returned product.

### 3.2 Refund Method:

Refunds will be issued using the original payment method used for the purchase. Please note that the time it takes for the refund to reflect in your account may vary depending on your payment provider.

## Non-Refundable Items

The following items are generally non-refundable:

Gift cards or vouchers

Clearance or sale items

Customized or personalized products

Products that have been used, damaged, or altered by the customer

## Changes to this Refund Policy

We may update this Refund Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We encourage you to review this Refund Policy periodically. Your continued use of the Service after any changes indicates your acceptance of the updated Refund Policy.

## Contact Us

If you have any questions, concerns, or requests regarding this Refund Policy or our refund practices, please contact us at:

Home Furnishing

Address: [Address]

Email: [Email]

Phone: [Phone number]

By making a purchase through the Service, you confirm that you have read and understood this Refund Policy and agree to the refund terms and conditions outlined herein.