

## Warranty & Customer Policy

### **Return Policy**

Customers are eligible for a 30-day hassle-free return. Customers enrolled in these programs are required to pay a 15% restocking fee and return shipping. All desired returns are required to be requested within 30 days of delivery to [returns@westinfurniture.com](mailto:returns@westinfurniture.com) or via the self-service returns page.

We require that all returned products be in their original packaging and in sellable condition upon return. If the original packaging is no longer available, please contact us for assistance. Once your return is packaged and ready to go, please be sure to clearly write your provided RMA number on the outside of each returning package. This helps us to identify the product when it's returned to us so we can process your return quickly.

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Please also make sure each product is carefully packed and properly sealed as we are not responsible for packages that are lost or damaged. If any product is not returned in sellable condition, an adjustment to your refund may be necessary. If this occurs, a Customer Experience Team Member will reach out to notify you of any updates. You can always contact us for any return questions at [return@westinfurniture.com](mailto:return@westinfurniture.com)

### **Parts Replacements, & Defective or Damaged**

All cases of incorrect product received, damages, or missing items need to be reported to Westin Furniture Customer Service within 30 days of delivery. If an order is received with damaged parts or pieces Westin Furniture will offer available parts &/ or pieces replacement with free shipping to the

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dealer. You can always contact us for any return questions at [return@westinfurniture.com](mailto:return@westinfurniture.com).

## **Refunds**

All refunds are processed to the original form of payment that was rendered at the time of sale. Refund processing can take 1-5 business days.

## **Warranty**

Westin Furniture provides a limited product warranty on all HDPE & HIPS material for twenty (20) years from the date of delivery. This limited product warranty ensures that Westin Furniture products made of HDPE & HIPS material shall be free from material defects, and shall not splinter, crack, chip, peel, or rot.

All other Westin Furniture products are covered under a limited product warranty for thirty (30) days from the date of original proof of purchase. This warranty covers any defects due to manufacturing and any missing or defective parts.

These product warranties do not cover problems caused by improper installation or assembly. The warranty does not cover damage caused by transportation or defects from misuse, neglect, accidents, alterations, or any improper use or care.