

J.A.Y. Furniture Return Policy

Once an item is purchased the retailer can return it within 30 days of delivery for a full refund. The retailer will have to ship the items back to us and will issue a full refund once the items are received and inspected by one of J.A.Y. Furniture Employees. The retailer must email us a picture of the returned items before departing their warehouse or store. NO RETURNS WILL BE ACCEPTED WITHOUT PRIOR AUTHORIZATION AND A FILLED RETURN AUTHORIZATION FORM FROM J.A.Y. FURNITURE.

Damages or Defects

J.A.Y. Furniture products are well packaged and they are not easily damaged. If the package appears damaged upon delivery, you may refuse the package. If this occurs please notify J.A.Y. Furniture right away. J.A.Y. Furniture will require a digital image of the damaged package to be emailed. Once we receive the items back in our facility, we will ship another one. If there are missing parts or damaged parts, please contact us and we will send you the parts free of charge. If there is a manufacturer defect, J.A.Y. Furniture will replace the part that is defective. If a product is damaged due to freight; then the retailer must place a claim with the freight company.

Restocking fee

Any shipment that was not shipped damaged or incorrectly will be charged 20% from the invoiced cost.

- If a customer cancels their order after we shipped to the retailer, the restocking fee will apply.
- If a customer changes the order after we shipped to the retailer, the restocking fee will apply.

Eligibility

To return an item, the item must meet the conditions below:

- Items must be in the original packaging.
- Items must be in new condition.
- Items must not have been modified or appear used.

If any of the above are not met, J.A.Y. Furniture will not accept the returned product.