

STOREHOUSE 710 STUDIOS, LLC
RETURN POLICY

This RETURN POLICY (this “Policy”) sets forth the terms and conditions that Storehouse 710 Studios, LLC and its affiliates (“Company,” “we,” “our,” or “us”) applies to shipping and returns of all items purchased through <http://www.storehouse710studios.com> (“the Site”). By placing an order through the Site, the customer (“you,” “your,” or “Customer”) accepts and agrees to be bound by the terms and conditions outlined herein. Please review this Policy carefully and in its entirety before making any purchase.

Damaged Items

While we try our best to pack every order carefully, in some cases, damage may occur to items in your shipment. We apologize for this inconvenience and ask that you let us know as soon as possible of the damage. Any damage claims made on an order must be submitted via email to contact@storehouse710studios.com within **48 HOURS** of receiving the package. Please include your order number and pictures of the damaged items and packaging. Any claims made after **48 HOURS** from receiving the product will not be considered for a refund, credit, or replacement. After we receive your email with all of the necessary information, we will provide you with instructions detailing how to return the item to us.

Please do not discard a damaged item. You must return the damaged item to us prior to receiving a replacement or reimbursement. Once we receive notice of the damaged item, we will send you a pre-paid return label for its return shipment. After we receive the damaged item, we will ship a replacement to you promptly. We reserve the right to mail the replacement via any shipping method we may choose. In the event that a replacement item is not available, we may offer you either a store credit or a refund.

Lost or Stolen Items

You acknowledge that once orders have departed from our shipping location, we are not liable for any lost, stolen, or misdelivered packages. If you have trouble tracking a shipment, contact the parcel carrier for assistance.

Custom Items

If you are placing an order for a custom item, please read this section carefully as the return and refunds policy outlined below DOES NOT APPLY to custom items. Prior to ordering your custom item, please schedule a consultation with us so that we can assist you in determining the specifications. After the consultation, we will provide you with an estimate for your custom item, which shall include the cost of either a digital proof or a hard copy proof sample. Once you approve the digital proof or hard copy proof sample, your custom item will go into production and the order will be a final sale, which means that it will not be eligible for return or refund, in whole or in part. If you do not approve the digital proof or hard copy proof sample, the custom item will not be made and you will not be charged for the full cost of the custom item, but the cost of the digital proof or hard copy proof sample will not be refunded. Digital proofs and hard copy proof samples are not eligible for return or refund, in whole or in part. Orders for digital proofs or hard copy proof samples may be cancelled, but the cost is not refundable. Custom fabric is likewise not

eligible for returns or refunds, and once an order has been placed for custom fabric, it is a final sale and cannot be cancelled.

Returns and Refunds

We want you to love your products. If for any reason an item does not meet your expectations, please contact us with your order number and details about the product you would like to return. Your request for a refund must be made within **48 HOURS** of your receipt of the product. The item that you seek to return or exchange must be undamaged and in saleable condition, in our determination. Shipping charges shall not be refunded and you shall be responsible for any and all shipping costs associated with returning the item to us. We strongly recommend that you purchase insurance coverage for the return shipment of the product, as we will not issue exchanges, credits, or refunds, in whole or in part, for returned items which are damaged or which we do not receive due to problems with shipping. Please allow 3 to 5 business days for the return to be processed once it reaches us. Please note that refunds can only be issued to the payment method used to purchase the item and cannot be issued to a different card, account, or other payment method. This section, Returns and Refunds, does not apply to custom items. Please see the section above, entitled Custom Items, for our return and refund policies that apply to custom items and orders.

Installation

We do not offer upholstery, sewing, or installation services and are not responsible for any loss, damage, or harm of any kind or nature incurred in connection with upholstery, sewing, or the installation of your product(s). You may wish to secure the services of a professional to assist you with the proper upholstering, sewing, or installation of products which you purchase from us.

Disclaimer

Please note that we expressly DISCLAIM ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.