



# Worthy's Run Furniture, LLC

## Cancelations, Returns and Exchange Policies

### CANCELLATION POLICY:

Each order is handmade specifically for you. Because of this, we have set return and cancellation policies in place. By purchasing from our shop, you are agreeing to these terms. To cancel any order or deposit you must contact us via Etsy Message or Email within 72 hours after the order is placed. The 72 hours includes Saturday, and Sunday. After 72 hours, you will be subject to a 25% cancellation fee.

Email Address: customers@worthysrunfurniture.com

### RETURN/REFUND POLICY:

Since each item is handmade to order, all sales are final. We do not accept returns and/or refunds on any of our products. In the case a return has been agreed to by both WRF's and Buyer, it is the Buyer's responsibility to package and return item(s) in question our shop. Upon return WRF will either repair or replace and package/recreate and ship back to Buyer.

### DAMAGE ITEM:

Due to the size and weight of our furniture, Worthy's Run Furniture only ships via Common Freight Carrier. If you receive your order and there is visible damage to the Crate and/or FURNITURE, refuse the shipment. Do not Sign Delivery documents, write on, or initial any shipping paperwork from the Freight Carrier. If they demand that you sign, write, or initial anything Only Mark "Damaged" - please call us right away and let us know so that we can talk to the driver. This is very important that you do not sign, write on, or initial any paperwork. If it arrives damaged, we will replace the item at no cost to you but you Must Refuse the shipment. If you do not refuse the shipment, we will not replace the item since you signed the shipping paperwork as "received in perfect condition". The best way to handle freight damage is to call us while the shipping company is there still. **We do not issue refunds for damaged items; we only replace the damaged item**