



## **Guarantee & Return Policy**

All defined terms used below shall have the meanings set forth in our Terms and Conditions.

### **Order Cancellations**

Orders that you submit online are processed immediately and may be cancelled if you do not want to receive the item by contacting Customer Care at 630-762-1700 x9 or at SHSservice@designsbyshs.com.

### **Returns and Exchanges**

Signature HomeStyles wants you to be happy with your purchase. If for any reason you are not satisfied with your item, you have 90 days from the original ship date to return your item for an exchange or refund. Items must be returned in original packaging and placed in an outer carton to protect returned items and allow for resale. If you have received a damaged or defective item, contact Customer Care at 630-762-1700 x9 for replacement instructions.

We require the original or a copy of your invoice with the return request completed to accompany your return.

Returned merchandise should be sent to:

Signature HomeStyles  
Attn: Returns  
915 Hawthorne Drive  
Itasca, IL, 60143

After we have received your valid return, we will send you an email to notify you that we have received your returned item and notify you of the acceptance or rejection of your return.

If your return is accepted by us, we will provide one of the following per your request within a reasonable time: an exchange of merchandise for the item returned, a non-transferable merchandise credit, a credit to the payment card or original method of payment used to pay for the item, a check, or another remedy that we determine in good faith is appropriate in the circumstances.

### **Shipping**

Exchanges are shipped via FedEx ground, UPS ground or the Parcel Post within a reasonable time of receiving the return. Please allow up to 3 weeks for return processing.

### **General**

If you do not comply with any of the above conditions, we reserve the right to refuse the return or exchange, or to impose different or additional conditions.