



## **Return Policy**

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

### **Cancellation Policy:**

Product cancellations will be accepted once the following conditions are met:

- The cancellation occurs within THREE BUSINESS DAYS from the order date, IF the order has not yet been PROCESSED for shipping (shipping process can occur within 2 hours of order placement). Qualified refund payments will be refunded within 20 business days of approval date without penalty or obligation. All refunds may be subject to restocking fees.
- Signature HomeStyles Customer Care has been notified with 3 business days by Customer or Representative to cancel the requested transaction(s). Customer Care can be reached at 630-762-1700 x9 or via email at SHService@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 45 days from the order 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. All returns may be subject to a restocking fee.

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  
11101 Franklin Drive, Suite 300  
Franklin Park, IL 60131

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 at the company's discretion: 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. Approved items returned without the original invoice will be issued a merchandise credit.

### **Missing, Damaged or Defective Items**

Contact Customer Care within 3 weeks from the order ship date regarding missing, damaged or defective items. Contact Customer Care at 630-762-1700 x9 or [SHService@designsbyshs.com](mailto:SHService@designsbyshs.com) with missing, damaged or defective item reports. Pictures are required with claims.

### **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 the above conditions, we reserve the right to refuse the return/exchange, or to impose different or additional conditions.