



House Jefe/ Surya Return Policy

RETURNS:

NON-DEFECTIVE RETURNS:

If you are not completely satisfied with your purchase, we will work with you to resolve the issue immediately. For faster processing time, please email House Jefe to initiate the return authorization process.

HOUSE JEFE/SURYA WILL NOT ACCEPT RETURN REQUESTS BEYOND 60 DAYS OF DELIVERED DATE.

100% credit will be applied for returned products minus a **15%** restocking fee, but the customer is responsible for shipping the product back and all shipping charges. Please note that a credit will not be issued for returns damaged during return shipment due to inadequate packaging. Surya provides packaging material for rugs at a nominal fee. Non-defective custom/made to order products cannot be returned.

Credit:

Return the product(s) as per the emailed instructions that you will receive from House Jefe. Please be aware that Surya must receive returns within 60 days of the RA issue date, or the Return Authorization will be canceled.

Initiating Returns:

Clearly mark package and/or return document with RA#. All products being returned must be in original or equivalent packing (8 mil. plastic tube for rugs; box or 4 mil. plastic for pillows, throws and poufs). Hardline accessories must be returned in complete original packaging. Lack of proper packing material could result in damaged product during return transit and refusal of credit request.

Packaging/Labeling:

Please notify us if a replacement for the returned product is required. Replacements are only issued upon request and will require a new order to be placed.

Selecting Replacements:

Credits issued in the form of a credit memo will remain on the account for future use only. No check refunds will be issued back to the customer. Orders paid by credit card will see their credit memo balance refunded to their card.

DAMAGED RETURNS:

If you have received a product damaged in transit, we will work with you to resolve the issue immediately. For faster processing time, please email house Jefe to initiate the return authorization process.

INSPECT PRODUCT(S) UPON DELIVERY FOR VISIBLE & CONCEALED DAMAGES. FAILURE TO DO SO COULD RESULT IN YOUR CLAIM BEING DENIED.

PLEASE CONTACT HOUSE JEFE WITHIN 4 BUSINESS DAYS FROM DELIVERY OF DAMAGED PRODUCT.

OPTIONS:

Refuse delivery and notate on the delivery receipt (in presence of the driver) the type of damage incurred.

If you take receipt of damaged goods, please sign as damaged on signature line.

If damage is noticed after the driver has left, please take the following steps within 4 days:

process within 4 days of delivery. Be prepared with the following documents to help initiate a claim process:

Brief description of the damage

Picture(s) clearly depicting the damage to the product

Picture of the packaging (please send a picture even if the packaging is intact).

Failure to do so will result in a denial of your claim or credit.

Please do not move the product from its original location or ship the product back to House Jefe, as the carrier may need to perform a claim inspection (only parcel damaged shipments will get picked up against a Damaged Call Tag).

It is your responsibility to file a claim for all damaged items shipped using a 3rd party account.

House Jefe is not responsible for any 3rd party charges incurred for storage or delivery of product(s). House Jefe will credit, where applicable, all freight charges required for delivery to/pick-up from original destination address provided.

House Jefe may or may not request for the item to be returned. If we require you to return the item,

a Return Authorization Number (RA#) for your return will be emailed to you. For items deemed not returnable, additional instructions will be provided in an email. All return requests for damaged products must be accompanied by photos of the damage and the product(s) must be returned as per the emailed instructions.

Please be aware that House Jefe must receive returns within 60 days of the RA issue date, or the Return Authorization will be canceled.

Claim Process:

Replacements are only issued upon request and will require a new order to be placed. A full credit will be applied to the original invoice. If replacement is not requested a full credit will be issued to the original invoice. If House Jefe requires you to return the item, credit will be applied after return receipt of the item.

Replacement/Credit:

Clearly mark package and/or return document with RA#. All products being returned must be in original or equivalent packing (8 mil. plastic tube for rugs; box or 4 mil. plastic for pillows, throws and poufs). Hardline accessories must be returned in complete original packaging. Lack of proper packing material results in damaged product during return transit and refusal of credit request.

Packaging/Labeling:

Credits issued in the form of a credit memo will remain on the account for future use only if the invoice has been paid. If an invoice has not been paid the credit memo will be issued back to the original invoice to clear the balance. No check refunds will be issued back to the customer. Orders paid by credit card will see their credit memo balance refunded to their card.

Credit Memos:

DEFECTIVE RETURNS:

If you have received a product which is deemed defective by Surya, we will work with you to resolve the issue

immediately. For faster processing time, please click [here](#) to initiate the return authorization process.

CONTACT US WITHIN 60 DAYS OF DELIVERY OF DEFECTIVE ITEM

within 60 days of delivery to initiate return process. Be prepared with the following information to initiate a claim process:

Process: Initiate a Return

Brief description of the defect

Picture(s) clearly depicting the defect of the product

Failure to do so will result in a denial of your claim or credit

Surya may or may not request for the item to be returned. If we require you to return the item,

a Return Authorization Number (RA#) for your return will be emailed to you. For items deemed not returnable,

additional instructions will be provided in an email. All return requests for defective products must be

accompanied by photos of the defect and the product(s) must be returned as per the emailed instructions.

Please be aware that Surya must receive returns within 60 days from RA issue date or the Return Authorization

will be canceled.

Claim Process:

Replacements are only issued upon request and will require a new order to be placed. A full credit will be applied to the original invoice. If replacement is not requested, a full credit will be issued to the

original invoice. If Surya requires you to return the item, credit will be applied after return receipt of the item.

Replacement/Credit:

Clearly mark package and/or return document with RA#. All products being returned must be in original or equivalent packing (8 mil. plastic tube for rugs; box or 4 mil. plastic for pillows, throws and

poufs). Hardline accessories must be returned in complete original packaging. Lack of proper packing material

results in damaged product during return transit and refusal of credit request.

Packaging/Labeling:

Credits issued in the form of a credit memo will remain on the account for future use only if the

invoice has been paid. If an invoice has not been paid, the credit memo will be issued back to the original

invoice to clear the balance. No check refunds will be issued back to the customer. Orders paid by credit card will see their credit memo balance refunded to their card.

Credit Memos:

WRONG ITEM/ITEM NOT ORDERED RETURNS:

If you have received a product that is deemed to be the wrong item or an item not ordered but shipped by Surya, we will work with you to resolve the issue immediately. For faster processing time, please email House Jefe to initiate the return authorization process.

CONTACT US WITHIN 60 DAYS OF DELIVERY OF A WRONG ITEM OR ITEM NOT ORDERED.

within 60 days of delivery to initiate return process. Be prepared with the following information to initiate a claim process:

Process: Initiate a Return

Brief description of the item

Picture(s) clearly depicting the item of the product

Failure to do so will result in a denial of your claim or credit

Surya may or may not request for the item to be returned. If we require you to return the item, a Return Authorization Number (RA#) for your return will be emailed to you. For items deemed not returnable, additional instructions will be provided in an email. All return requests for wrong products delivered must be accompanied by photos of the wrong item and the product(s) must be returned as per the emailed instructions.

Please be aware that Surya must receive returns within 60 days of RA issue date or the Return Authorization will be canceled.

Claim Process:

Replacements are only issued upon request and will require a new order to be placed. A full credit will be applied to the original invoice. If replacement is not requested, a full credit will be issued to the original invoice. If Surya requires you to return the item, credit will be applied after return receipt of the item.

Replacement/Credit:

Clearly mark package and/or return document with RA#. All products being returned must be in original or equivalent packing (8 mil. plastic tube for rugs; box or 4 mil. plastic for pillows, throws and poufs). Hardline accessories must be returned in complete original packaging.

Lack of proper packing material results in damaged product during return transit and refusal of credit request.

Packaging/Labeling:

Credits issued in the form of a credit memo will remain on the account for future use only if the invoice has been paid. If an invoice has not been paid, the credit memo will be issued back to the original invoice to clear the balance. No check refunds will be issued back to the customer. Orders paid by credit card will see their credit memo balance refunded to their card.