



Please see below our Return Policy:

**BUYER REMORSE RETURNS:**

- Must be in its original packaging, unaltered, uninstalled, unused resell-able condition, with all packaging materials included, to ensure safe transport of product;
- Return shipping must be prepaid by customer;
- Must be in good condition upon receipt to get a full refund, minus the original shipping cost;
- The return must be within 30 days after delivery of a product;
- Accurate return tracking info must be provided, to avoid delays in reporting receipt of item/s, otherwise, we will not be liable for reporting late.
- Return Shipping Fee: Return shipping costs will be applied and deducted from your return. Return shipping costs will vary per location of return, size of return and return method. Any service charges or shipping fees collected when order was placed
- Original shipping charges will be fully refunded in the event that the return is a result of an error by Bellaterra Home.
- For wholesale accounts, please contact us for detailed return policy

**DAMAGED DELIVERY/RETURNS:**

**SMALL PARCELS:**

- Please fully inspect all items upon receipt;
- In the event that you find any damage or shortage, please contact Bellaterra Home to report damage/shortage right away (not to exceed 30 days from delivery date, to be eligible for a replacement or refund);
- KEEP ALL ORIGINAL PACKAGING AND DO NOT DISCARD ANY ITEMS;
- We will require pictures of the damaged item, shipping tags and labels, as well as all sides/corners of the packaging.
- After taking pictures, repack the item/s into the original box, with all packaging materials included. Wait for further instructions.
- For wholesale accounts, please contact us for detailed return policy

**LTL (Less-Than-Truckload) SHIPMENTS:**

- Please make sure you open the box/s and fully inspect all items for damage or shortage, with the driver present, and notate any issues found, before signing the Delivery Receipt;
- If there are any issues, contact us right away, and if we are unavailable, or if the driver is not willing to wait (they usually allocate 30 minutes per delivery), please just simply refuse the freight, and don't forget to notate on the Delivery Receipt and ask for a copy;
- DO NOT ACCEPT SHIPMENT WITHOUT PROPER NOTATION ON THE CARRIER'S PAPERWORK!
- Any damage/shortage discovered afterwards needs to be reported before the 5<sup>th</sup> day, from the delivery date.
- Please send us pictures of the damaged item/areas, including tags and labels, and outer packaging. Wait for further instructions.