



## **Return/Exchange Policy**

### Manufacturing Defects:

If you feel your Dogberry product has a manufacturing defect, you may be eligible for a return or exchange. In order to begin the process of a refund/exchange based on a manufacturing defect customer must provide a photo of the defect. If the defect is indeed deemed a manufacturing defect, Dogberry will cover the cost of shipping to return/exchange the product and will refund the customer once tracking shows the product in transit. Customers have up to 2 weeks after arrival to report manufacturing defects and qualify for refunds and exchanges provided by Dogberry.

\*Note - "Manufacturing Defects" are defined as any product that fails to operate as advertised and is not reasonably comparable, aesthetically, to the design advertised on the Dogberry website. Because Dogberry utilizes world class materials, our products are indeed made from real wood. Therefore, it is expected that there will be natural variances between the products shown in our imagery including slight differences in the shades of finishes, knot patterns, and grain patterns. Because these things are considered natural variances, Dogberry will not issue refunds or returns for buyers remorse based on these characteristics.

### Shipping Damage

To return or exchange a product that was damaged during shipping the customer must provide a photo to Dogberry of the damage along with images of the damaged packaging materials as well. After shipping damage is confirmed by Dogberry, the company will cover the return/replacement and shipping costs and will issue a refund on the product if the customer doesn't want to do an exchange once tracking shows that the product is in transit. Customers have up to 2 weeks after arrival to report shipping damage and qualify for refunds and exchanges provided by Dogberry.

### Customer Remorse - Returns and Exchanges.

In the event that the customer doesn't like the product that they have ordered from Dogberry, the customer will have up to 2 weeks after the product arrives to request a refund or exchange. Customers will cover the return/exchange shipping costs to and from Dogberry to initiate a refund or exchange. Please note that the product must arrive at Dogberry in resellable condition to qualify for a refund or exchange. There will also be a 25% restocking fee applied to all returns. Once products have arrived and Dogberry has confirmed they are in resellable condition the company will issue the refund or exchange after that time.

Therefore, it is advised that the customer open the packaging carefully in order to re-use it in the event of a return. It is also advised that the customer purchase shipping insurance when paying to ship products back to Dogberry to ensure, If products are damaged during transit, they are protected.