

RETURN AND EXCHANGE POLICY

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Thank you for shopping at <https://www.genesis123furniture.com/>

If, for any reason, you are not completely satisfied with a purchase, we invite You to review our Policy.

The following terms are applicable for any products that you purchased with us.

INTERPRETATION AND DEFINITIONS

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Exchange Policy:

Goods refer to the items offered for sale on the Service.

Orders mean a request by You to purchase Goods from Us.

Service refers to the Website.

Website refers to My Site, accessible from <https://www.genesis123furniture.com/>

You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

GENERAL RETURN POLICY

We want you to be happy with your purchase. If you are not completely satisfied, you can return the product to us and we will either repair/replace it, or credit your account. You are eligible for a **REFUND or EXCHANGE** which are subject to the below terms:

Product that are bought from the **Physical Stores can be returned**. All Items are eligible for return and would be processed if conditions are met.

REFUND POLICY

In order to be eligible for a refund, you have to return the product within days of your purchase. If the product is damaged in any way, or you have initiated the return after days have passed, you will not be eligible for a refund.

In order for the product to be eligible for a **Refund**, make sure these conditions are met:

- **Product must be returned in its original packaging**
- **Product must have the receipt or proof of purchase**

EXCHANGE POLICY

Products can be exchanged for a different size or color variant, provided that such variant is available. Customers are allowed to exchange for items within days. Exchanges exceeding days will not be processed.

In order to be eligible for exchanges make sure that the following conditions are met:

- **Product must be returned in its original packaging**
- **Product must have the receipt or proof of purchase**

You are **required to ship back** the product for the item to be inspected and replaced.

Your exchanged product will be processed .

You are given the rights to exchange the item, . Provided that all conditions in Exchange Policy are met.

You will be updated on your Return Status through **PHONE** and **SMS** provided that all contact information was provided.

Generated by the [ReturnGO](#) policy tool.