Warranty Information

A & B Home, Inc. is a family owned business founded in 1993 that is recognized as an international leader within the home décor, furniture, and garden and seasonal product categories. A & B Home has a robust reputation for designing and distributing thousands of new products each year which combine strong design, quality and sharp price points that deliver excellent value to our customer base. A & B Home has a constant flow of on-trend products as we bring to market over 3,000 new products each year. We also work with many of our retail and wholesale customers developing proprietary or custom products specifically designed for our customer's needs.

Damages/Claims

All claims (damages, shortages, etc.) must be filed within 14 days of receipt of merchandise on an official A&B Home claim form. Returns must be approved and may be subject to a 15% restocking fee. A claim may be filed on our web site or by contacting the claims department by phone at 909-758-5366 ext: 270, Fax to 909-758-5797 or email to abhomeclaim@abhongda.net to receive an official claim form for completion. A&B Home products are predominantly hand crafted and may therefore have slight variations in color, texture, or finish. Minor irregularities may occur and are not considered defects.

Return Policy

Listed below are important steps related to returns & claims:

1. Please inspect your order upon receipt as claims or returns must be reported to A & B Home Customer Care/Claims Department within 14 days of receipt of goods.
2. Report any visible damage to carrier immediately upon receipt and to A & B Home Customer Care/Claims Department. Please take a photo of the visible damage before opening or unpacking any boxes as this will be very useful in the claims process.
3. Defective or damaged products must be reported using the A & B Home claim form on this web site or paper claim format within 14 days of receipt.
4. Returns are accepted only if an authorized return number has been issued by A & B Home. Returns for reasons other than defective or damaged products may be subject to a 15% restocking charge.
5. Products must be returned in resalable condition and in the products original packaging in order to be eligible for credit.
6. Unauthorized product returns will not be accepted by A & B Home and will either be returned to the customer at their expense or donated to charity. Credit will not be granted for any unauthorized products returned to A & B Home.
7. Refused shipments are subject to a restocking charge of 20% of the total invoice.
8. All claims must be directed to, and approved by, A & B Home Customer Care/Claims Department