

5 YEAR LIMITED WARRANTY

Furniture manufactured by Urban Woodcraft are manufactured using only the finest, most stable materials or quality engineered wood with excellent design we guarantee your piece for up to five (5) years from date of purchase.

RETURNS

If you are not completely satisfied with your purchase, please [contact us](#) to return or exchange your item(s). Note that returns or exchanges are not accepted for special orders, or orders that are no longer in their original packaging, and other items listed below. Upon return, your item will be inspected and exchanges, credits or refunds will be issued for the purchase price. Any taxes charged will be refunded in accordance with applicable laws. Delivery fees are non-refundable with the exception of manufacturer defects or transit damage. Urban Woodcraft reserves the right to refuse returns or exchanges of items that are not in as-new condition due to damage or misuse by the client.

ALL DAMAGE, DEFECTS SHOULD BE REPORTED WITHIN 72 HOURS OF RECEIVING THE ORDER.

SPECIAL ORDERS

Special orders are submitted for production immediately upon order placement and are built to your specifications. A non-refundable 50% deposit will be taken when the order is placed; the remaining 50% will be charged when your order ships. If you choose to cancel your special order item(s) prior to delivery, your 50% deposit will not be refunded.

Once delivered, special order returns or exchanges due to customer preference or any other reason cannot be accepted.

STOCKED NON-FURNITURE ITEMS

We accept returns for non-furniture items within 30 days, with proof of purchase.

PERSONALIZED ITEMS

These items are special order and are non-cancellable, non-returnable, non-exchangeable and non-refundable.

FINAL SALE & CLEARANCE ITEMS

Clearance items are considered final-sale items and cannot be returned.

CANCELLATIONS

For all orders that are canceled prior to items shipping, no delivery fee will be charged. For special order items, a non-refundable 50% deposit will be taken when the order is placed. If you choose to cancel your special order item(s) prior to delivery, your 50% deposit will not be refunded.

PRICING & INFORMATION DISCLAIMER

Our goal is to provide accuracy in all prices, delivery rates and other information. Availability, prices and delivery rates are subject to change. There may be errors in the prices, descriptions or images of certain merchandise, and we reserve the right to restrict orders of those items and correct any errors, inaccuracies or omissions.

CONTACT

1-855-738-1378 / info@urbanwoodcraft.com

DEFECTIVE RETURNS

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer without a return authorization number.

There are certain situations where only partial refunds are granted: (if applicable)

* Any item that is returned more than 30 days after delivery

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account and email again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at info@urbanwoodcraft.com.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@urbanwoodcraft.com and send your item to: 2104 Hwy 7, #12-14, Vaughan, ON, L4K2S9, Canada.

Shipping

To return your product, you should contact Urban Woodcraft at info@urbanwoodcraft.com to arrange the LTL truck freight pickup of your product. The product will be shipped from the your location back to 2104 Hwy 7, #12-14, Vaughan, ON, L4K2S9, Canada.

Shipping charges for defective returns or exchanges will be covered by Urban Woodcraft.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.



We must receive your returned item through provided traceable shipping in order to guarantee your return.

NON-DEFECTIVE RETURNS

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

Additional non-returnable items:

- * Gift cards
- * Downloadable software products
- * Some health and personal care items

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer without a return authorization number.

There are certain situations where only partial refunds are granted: (if applicable)

- * Obvious signs of use
- * Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- * Any item that is returned more than 30 days after delivery

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

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You will be responsible for paying for your own shipping costs for returning your item plus a 15% restocking fee on the original purchase charge. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

We don't guarantee that we will receive your returned item.

If you have any questions regarding this policy, you should contact Urban Woodcraft at info@urbanwoodcraft.com, +1 (855) 738-1378 or by mail at 2104 Hwy 7, #12-14 , Vaughan, ON, L4K2S9, Canada.