

Use and Care

Returns & Exchanges Changed your mind?

- If you have purchased the item and simply changed your mind, please follow the retailer's return instructions.

Defective Items

- If your item is defective or does not function properly and the issue cannot be identified, please contact us first for assistance.

Damaged Items

If your order arrives with visible shipping damage:

- We recommend refusing delivery when possible.
- If delivery has already been accepted, please follow the retailer's damage claim instructions.
- Keep all packaging materials and paperwork for the order.



Disposing of packaging materials or attempting to return the product without contacting the retailer or fulfillment center may affect your eligibility for a refund or claim.

After-Sales Contact



customerservice@homsee.com



208-820-0799 (Mon–Fri, 12–8 PM ET)