

WARRANTY CARD

After-sale Service Warranty:

We strive to offer high-quality products, and we also try our best to satisfy each and every customer that orders from us with product or service as needed. We provide 30 days warranty starting from the time you receive the item. Each customer must provide a record of their order such as the order number, or item receipt for any items that are out of the warranty period you may also still receive replacement parts by purchasing them with our company if they are available.

E-mail: info@hulalahome.com

ABOUT Q&A:

Q: The item has arrived, but it is different from what I ordered.

A: Dear customer,

If you received the wrong item, please contact us by the e-mail address info@hulalahome.com.

It will be helpful to us if you can send us some pictures of the item you received and the outer box including SKU. And please don't forget to attach your order number and phone number

In general, emails will be answered within 24 hours

Q: I ordered several items or a set of product , but I only received a portion of the items

A: There are multiple boxes if you ordered several items or a set of product, please wait for a few more days.

If you still did not receive the rest, please contact us at the following email address info@hulalahome.com

It will be helpful to us if you could tell us the tracking number of the received items. And please don't forget to attach your order number and phone number

In general, emails will be answered within 24 hours

Q: I have some trouble assembling the item

A: You can refer the assembly instruction inside the package. If the assembly instruction missing, or if you still have any question in assembly, please contact us at the following email address info@hulalahome.com

And please don't forget to attach your order number and phone number

In general, emails will be answered within 24 hours

Q: The item has arrived, but there was a missing part for the item.

A: If a part is missing, please check if it was left in the corner firstly

If you still could not find it, please contact us at the following e-mail address info@hulalahome.com

It will be helpful to us if you could tell us the part number of missing part on the instructions. And please don't forget to attach your order number and phone number

In general emails will be answered within 24 hours

Q: The item has arrived, but it was damaged.

If a part is damaged, please contact us at the following email address info@hulalahome.com

It will be helpful to us if you can send us some pictures of the damaged part, so that we can send you the replacement part(s) soon afterward. And please don't forget to attach your order

emails will be answered within 24 hours