**Returns And Exchanges**:  
    No returns on new non-defective merchandise. Damages, missing merchandise, or discrepancies must be reported within 7 days from receipt of merchandise. Defective merchandise should not be returned. Parts will be given for this merchandise. If parts are not available and cannot be acquired within 45 days, merchandise in the Original Boxes without markings can be returned within 90 days. After 90 days no merchandise may be returned. Defective items delivered by trucking companies, that are under warranty, which cannot be repaired by sending parts will be picked up and replacements will be shipped. Any merchandise with broken glass must be reported within 7 days of receipt.  
  
**Mattresses**:  
    No mattresses may be returned without prior authorization. Any stains void all warranties. Any authorized returns must be packaged so they will not become dirty or damaged during shipping.  
  
**Shipping**:  
    We ship by our contracted carriers only. All orders shipped by other carriers will be subject to up charge and merchandise will be shipped as is. All refused shipping/delivery orders will incur a 15% restocking charge plus any freight costs. Any claims on damaged merchandise must be made against the freight carrier before signing the freight bill. Please check all boxes for possible damage made by the freight carrier. All returned shipments must be freight prepaid and include an RMA number.  
  
**Hold Orders**:  
    Pick up customers have one week to pick up merchandise that is in stock. One week after notification all merchandise will become available for sale. Abusing hold policy will result in no merchandise being held.

At BAAM furniture, we are committed to ensuring your satisfaction with every purchase. If for any reason you are not completely satisfied with your furniture, we are here to help.

Eligibility for Returns

• Timeframe: Returns must be initiated within [7 days] of receiving the product.

• Condition: Items must be returned in their original condition, unused, and with all original packaging, tags, and documentation included.

• Non-Returnable Items:

• Custom-made or personalized furniture.

• Clearance, final sale, or “as-is” items.

• Items that have been assembled, modified, or damaged by the customer.

**Return Process**

1. Contact Us:

Reach out to our Customer Support team at [email/contact form link] with your order number and details of the item you wish to return.

2. Authorization:

Once approved, you will receive a Return Authorization (RA) number and instructions on how to return your item.

3. Shipping:

• Customers are responsible for return shipping costs unless the item arrived damaged or defective.

• We recommend using a trackable shipping method to ensure the item is returned safely.

4. Inspection:

Upon receiving the item, we will inspect it to ensure it meets the return conditions.

Refunds

• Refunds will be processed to the original payment method within [7-10 business days] after we receive and inspect the returned item.

• Shipping charges are non-refundable unless the return is due to our error (e.g., wrong item shipped or defective product).

• A restocking fee of [15-20%] may apply to some returns, except in cases of damage or defect.

**Damaged or Defective Items**

If your order arrives damaged or defective, please contact us within [48 hours] of delivery. We will arrange for a replacement or refund at no additional cost to you.

**Exchanges**

We do not currently offer direct exchanges. You may return the item and place a new order.

**International Returns**

For orders shipped outside the [U.S.], customers are responsible for all return shipping fees, duties, and taxes.

**Contact Us**

For any questions or assistance, please reach out to our Customer Support team:

• Email: [baam.superintendent@gmail.com]

• Phone: • Live Chat: Available on our website during business hours.