



RETURN POLICIES

The following is intended to provide a clear understanding of how Yosemite Home Décor (YHD) handles the different circumstances in which customers may be seeking credits or replacements for merchandise. Please make sure these policies are reviewed before sending a request to YHD.

Note: ALL LTL SHIPMENTS THAT ARE SIGNED WITH A CLEAR DELIVERY WILL BE DENIED IF THERE IS DAMAGE AND THE CUSTOMER WILL NEED TO FILE CLAIMS WITH THE FREIGHT COMPANY. IF THERE IS ANY DAMAGE OF ANY KIND, ex: damage to the outside of the box, PLEASE NOTE THIS ON THE DELIVERY RECEIPT TO ENSURE THAT PROPER CREDIT WILL BE APPLIED.

Yosemite Home Décor is not and will never be liable for the cost of repairs or replacement of any installation materials, including but not limited to, granite, tile, marble, cabinets, countertops, etc.

MISSING

Customers have 24 hours from the date of delivery to report missing items. Missing merchandise should be reported to www.yosemitemomedecor.com/productreturn or call our Customer Service department.

1. YHD will send the customer a Return Authorization Request (RMA) and will research the missing merchandise.

- If YHD can verify that the merchandise never left the warehouse, YHD will issue credit for the merchandise to the customer's account and send the customer a Credit Memo.
- If YHD can prove that the merchandise was shipped, YHD opens a "Missing" claim with the freight carrier and the RMA will stay open. Once the freight company makes a decision, the RMA will be closed and YHD will issue credit for the merchandise to the customer's account and send the customer a Credit Memo.

DAMAGES

Customers have 5 days from the date of delivery to report damages. Damages can be reported on our website at www.yosemitemomedecor.com/productreturn. Photos of the damaged merchandise and the box it came in, as well as any other pertinent photos, such as the YHD PO# must be sent with the original claim. Please DO NOT discard of any packing material before contacting YHD.

Please note: any item that is installed VOIDS all damage claims. Claims must be reported before installation. WILL CALL CUSTOMERS: Please verify items before leaving the YHD Warehouse. Once our packing slip is signed, all liability is released from YHD and no credits will be issued to the account.

1. If no further information is needed and YHD has decided that the merchandise does need to be returned to them, they will send the customer a Return Authorization Request (RMA).

YHD will issue call tags for the return of the merchandise.

- The assigned RMA number must be visible on the package to ensure proper credit is issued.
- The merchandise must be returned in its original packaging.
- If the damage claim is valid, YHD will issue a credit for the merchandise to the customer's account and send the customer a Credit Memo.
- If it is found that the merchandise is not damaged, the customer's account will still be credited for the merchandise, minus the cost of returning the merchandise and minus a 25% restocking fee.

2. If no further information is needed and YHD had decided that the merchandise does not need to be returned to them, they will issue a credit for the merchandise to the customer's account and send the customer a Credit Memo. The customer may be asked to hold onto the merchandise until a freight/damage claim is completed, at which time they can then field destroy the merchandise.

BUYER'S REMORSE

Customers have 30 days from the purchase date to report buyer's remorse. Notification can be reported on our website at www.yosemitehomedecor.com/productreturn.

Please note: any item that is installed VOIDS all customer remorse claims. Claims must be reported before installation.

1. If no further information is needed, YHD will send the customer a Return Authorization Request (RMA).

The customer is responsible for shipping the merchandise back, at their own cost, to YHD within 30 days of the RMA date.

- The assigned RMA number must be visible on the package to ensure proper credit is issued.
- The merchandise must be returned in its original packaging.
- The merchandise must be in resalable condition.

Once the merchandise is received by YHD, the merchandise will be inspected.

- If the buyer's remorse claim is valid, YHD will issue a credit for the merchandise to the customer's account, minus a 25% restocking fee.
- If it is found that the merchandise is damaged, the customer's account will not be credited.
- If the merchandise is missing any parts, packaging or is incomplete in any way, the customer's account will not be credited.

DEFECTIVE

Customers need to report all defects within the products warranty period. The warranty period begins on the date of purchase from Yosemite Home Décor. Defects should be reported on our website at www.yosemitehomedecor.com/productreturn. All defective claims should include a thorough description of the defect, photos and if possible the YHD PO#.

1. If no further information is needed and YHD had decided that the merchandise does actually need to be returned to them, they will send the customer a Return Authorization Request (RMA).

YHD will issue call tags for the return of the merchandise.

- The assigned RMA number must be visible on the package to ensure proper credit is issued.
- The merchandise must be returned in its original packaging.

Once the merchandise is received by YHD, the merchandise will be inspected.

- If the defective claim is valid, YHD will issue a credit for the merchandise to the customer's account and send the customer a Credit Memo.
- If it is found that the merchandise is not defective, the customer's account will still be credited for the merchandise, minus the cost of returning the merchandise and minus a 25% restocking fee.

2. If no further information is needed and YHD had decided that the merchandise does not need to be returned to them, they will issue a credit for the merchandise to the customer's account and send the customer a Credit Memo

Visit our website at www.yosemitehomedecor.com for more information or call our customer service department at 1-800-305-9872.