

RETURN POLICY

Your satisfaction is always our priority, and we want to ensure that you will have the best possible customer experience when shopping at www.jaymar.co.

It is important to us that you be happy with your online purchase! If something is not to your satisfaction, we will be happy to discuss and evaluate a possible resolution, or if applicable, proceed with a return according to the conditions hereby.

Defective or damaged product: Jaymar will replace the defective parts in accordance with the quality guarantee. [See the details](#)

All inquiries relating to products purchased through other retail partners, such as department stores, shops, online partners should be made directly with the store (or online) where the purchase was made, as such returns and/or exchanges are subject to their own return policy.

If you refuse the product(s) upon delivery; shipping charges will automatically be billed to your account.

CUSTOM MADE SOFAS AND RECLINER CHAIRS

Custom-made orders for sofas and recliner chairs are not exchangeable or refundable. These items have been custom made specifically to meet your unique choices. It will be our pleasure to assist with any questions you may have.

TERMS & CONDITIONS:

UPHOLSTERED RECLINERS & ACCENT CHAIRS – ONLINE STOCK PROGRAM

We understand that you may not be satisfied and wish to return your online purchase as no longer wanted. In this case, only returns for new items, in their original condition of purchase will be accepted within a maximum period of **30 days** from the date of receipt of the package.

Please note that in this case, the shipping costs for returning merchandise are the responsibility of the customer and will be deducted from the amount refunded. Jaymar will provide you with a return shipping label; and the costs of returning your package to our distribution center will be presented to you along with the authorization number to proceed with the return.

RETURN POLICY

The customer must obtain an authorization number issued by Jaymar before returning any product; this number will be clearly indicated on the return label provided. Returns without authorization or not respecting these conditions will be refused.

Upon receipt of the returned merchandise and provided the return policy requirements are met, the amount equal to the value of the purchase (excluding return and handling charges) will be credited to your original method of payment. Be advised, returns may also be subject to a restocking charge up to 25% of the original price for the reconditioning of the product and its components.

For merchandise purchased on sale, or with a coupon, or during an online promotion, the amount credited will correspond to the amount paid at the time of the order.

Returns must be sent to one of our distribution centers located in Terrebonne QC, Canada. If you are in the area and you wish to deliver in person your item directly to our factory located in Terrebonne Qc, Canada, where we can accommodate you for returns free of charge: with prior authorization and by appointment only.

All orders returned to Jaymar Furniture Corp. exceeding the 30-day policy may be refused and not be credited.

RETURN PROCESS:

- 1- To return an item, contact us by phone at 1-888-529-6271 or by email at the following address: ecom.service@jaymar.ca . A member of our team will be happy to assist you with your return request.
- 2- It is necessary to obtain an authorization number issued by Jaymar before returning any product and this number must be clearly indicated on the outside of the package to be returned.
- 3- Important: Make sure to keep the item in its original condition, as well as the original box to facilitate the return of your product and avoid potential damage.
- 4- Carefully pack the items to be returned and enclose a copy of your transaction and your authorization.

From the time the returned product arrives at our distribution center, please allow:

- Approximately 7 business days for your return to be verified and processed.
- 7 to 10 business days for the amount credited to appear on your credit card statement (depending on the terms of your banking institution).



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Jaymar Furniture's liability for goods sold shall not exceed the price paid.

If you do not use the return label provided by our service, Jaymar recommends shipping your package using a service with a tracking number, to ensure you can trace the return package in the event the package gets lost or not received. Jaymar will not refund items lost in return shipment. Jaymar will not be held responsible for lost or stolen packages. No "COD" delivery or cash on delivery will be accepted.

Please note that the "Return Policy" applies here only to items purchased on the www.jaymar.co website. All inquiries relating to products purchased through other retail partners, such as department stores, shops, online partners should be made directly with the store (or online) where the purchase was made, as such returns and/or exchanges are subject to their own return policy.