



## CUSTOMER CARE FORM

Submission Date: \_\_\_\_\_

Dear Customer,

To submit your inquiry please fill this form and add the following under the Subject Field:  
Customer Care Order#xxxxxx (your order number). Please attach images pertaining to your inquiry.  
Our customer service department will review and an agent will contact you within 2-4 business days.

Customer Name*		Customer Phone Number*	
Date of Delivery*		Invoice Number*	
SKU or Model Name of Product(s)*			
Did the merchandise arrive damaged?*		Did your order include White Glove Service?*	
<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Address where the merchandise was delivered*			
Is the merchandise currently at the address were it was delivered*			
Briefly describe the nature of the damage or issue with the merchandise *			

- Please notice that special order products cannot be returned or cancelled. If we can confirm that your special order product is defective we will request to the manufacturer or supplier to have it replaced.
- Due to its nature all natural products such as leather, cowhide, natural stone and marble will have natural and unique variations. These variations are not defects and as such do not qualify for exchanges.
- Special order artworks are unique and are the best interpretation by the artist. This means that some variations may occur. These variations unless significantly different won't be considered defects.

### Upload / Attach Pictures Pertaining to ~~the~~ Item

Upload pictures showing the problem with the furniture. (Max File Size of Each Image = 5 MB)  
Total Images Added to Customer Care Form: \_\_\_\_\_

Our Customer Service Department will review your inquiry and will contact you within the next 2-4 business days.

**Customer Service Hours:** Monday – Friday from 9:00 am to 5:00 pm (Eastern Time).