

Return and Exchange Policy

At The Closets International, we take pride in crafting high-quality, custom-made wooden furniture tailored to your specifications. Because our products are uniquely designed and handcrafted to meet your individual needs, we have specific guidelines for returns and exchanges. Please review our policy below to understand our process:

1. Customized Orders

All our furniture is custom-made based on the specifications provided by you, the customer. As such, we do not keep any ready-made products in stock. Each piece is uniquely crafted with care and precision to match your specific requirements.

2. Non-Returnable Items

Due to the personalized nature of our products, we are unable to accept returns for any items unless they are damaged or defective upon delivery. We encourage customers to thoroughly review their order details, including dimensions, wood type, finish, and other specifications before confirming the order.

3. Exchanges and Modifications

- **Exchanges:** We do not offer exchanges for custom-made furniture unless the item is delivered damaged or there is a defect in craftsmanship.
- **Modifications:** If you would like to make changes to your order after it has been placed, please contact us immediately. We will do our best to accommodate changes; however, once production has begun, modifications may not be possible or may incur additional charges.

4. Damaged or Defective Items

We stand behind the quality of our work. If you receive a damaged or defective item, please contact us within 7 days of delivery with detailed photographs and a description of the issue. We will arrange for a repair, replacement, or refund, depending on the nature of the defect or damage.

- **Notification Period:** You must notify us within 7 days of receiving your order.
- **Proof of Damage/Defect:** Clear photographs and a description of the issue must be provided.
- **Resolution Options:** We will offer to repair or replace the damaged item at no additional cost or issue a refund if repair or replacement is not possible.

5. Order Cancellations

Once an order is placed, we immediately begin the process of customizing your furniture. If you need to cancel your order, please contact us within 24 hours of placing the order. After 24 hours, cancellations may not be possible, or a cancellation fee may apply to cover the cost of materials and labor already invested.

6. Quality Assurance

We strive to ensure every piece meets our high standards. Due to the nature of handcrafted wooden furniture, slight variations in color, grain, and finish are natural and should be expected. These variations

are not considered defects but rather unique characteristics that add to the beauty of each custom piece.

7. Contact Us

If you have any questions or concerns about your order, our return and exchange policy, or if you need assistance with a damaged or defective item, please contact our customer service team at info@the-closets.com Tel. (+973) 17555095.

Thank you for choosing The Closets International. We are committed to delivering beautiful, high-quality custom furniture that you will cherish for years to come.