

Refund policy

At Donna's Interiors, your satisfaction is our top priority. We understand that purchasing furniture is an important decision, and we want you to feel confident and comfortable with your choice. While we strive to offer high-quality products and excellent service, sometimes situations arise where a return or refund may be necessary. Our goal is to make that process as straightforward and fair as possible.

Please take a moment to review our returns and refunds policy carefully. Understanding these guidelines helps ensure a smooth experience should you need to initiate a return or report an issue.

Custom Orders

To ensure your pieces arrive as quickly as possible, the process starts right away after receiving your order; therefore, we encourage you to review all order details carefully before finalizing your purchase to avoid any surprises. Because custom orders are crafted just for you, every detail, they are non-refundable and can not be canceled or returned once placed.

In Stock Items

If you purchase in stock furniture, you may be eligible to return the item within 2 days of delivery or pickup. To qualify, the item must be in its original, like-new condition and receive approval from our Management Team. Returns that meet these requirements may be subject to a 20% restocking fee. All AS-IS Clearance items are Final Sale and do not qualify for return. Please note that delivery charges and any associated service fees are non-refundable.

Refund Process

When a refund is approved, it will be issued in the form the purchase was paid for. Example: credit card purchases must be refunded to the same card the original charge went on. All check refunds will be processed within 5 to 7 business days and mailed to the address on file unless other arrangements are made with our Management Team. If you have any questions about your refund status, feel free to reach out to our customer service team.

Damages and Defective Items

We take great care to ensure your furniture arrives in perfect condition. However, if you receive an item that is damaged or defective, please notify us within 3 days of delivery or pickup. Our team will promptly work with you to either repair the item or replace it with the Management Team approval.

How to Initiate a Return or Report an Issue

If you believe your purchase qualifies for a return, or if you need to report damage or defects, please contact us as soon as possible at Donnasinteriors@gmail.com. All repair warranties are available only to the original purchaser. Be prepared to email your purchase invoice, description of your concerns and make sure to provide your best phone number. Our customer care team is ready to assist you and ensure your concerns are handled quickly and fairly.

At Donna's Interiors Furniture & Designs, we're committed to making your shopping experience positive from start to finish. Thank you for choosing us for your home furnishing needs.