

Quiet Moose Home Return Policy | E-Commerce

2024

At Quiet Moose Home, including our e-commerce platform shopquietmoose.com, we strive to ensure your complete satisfaction with every purchase. Please review our return policy outlined below to understand how we handle various return scenarios. If you need further assistance, please contact us at info@shopquietmoose.com and someone from our team will contact you as soon as possible.

1. Return Within 7 Days

If you decide to return an item within 7 days of receipt and the item is in its original condition, you are eligible for a full store credit.

2. Return After 7 Days

If you return an item in its original condition after 7 days from receipt, you will receive store credit minus a 20% restocking fee.

3. Incorrect or Damaged Items

If you receive an item that is incorrect or damaged, we will gladly replace the item or provide a full refund. Please contact us immediately upon receipt to arrange for the return and replacement or refund.

4. Other Return Reasons

For any other return reasons not specified above, the return and credit will be evaluated and determined on a case-by-case basis.

How to Initiate a Return:

1. Contact our customer service team at [customer service email] with your order number and details about the product you would like to return.
2. Pack the item securely in its original packaging and include all parts and accessories.
3. Ship the item back to us using a trackable shipping method.

Please Note:

- Items must be returned in their original condition to qualify for a return or exchange.
- Shipping charges are non-refundable unless the return is due to an error on our part (incorrect or damaged items).
- We reserve the right to deny returns that do not meet our return policy criteria.

If you have any questions or need further assistance, please do not hesitate to contact our customer service team at [customer service email or phone number].

Thank you for shopping with Quiet Moose Home.

Sincerely,
The Quiet Moose Home Team