CLASSIC CUSTOM

BY CLASSIC HOME

CANCELLATION & NO-RETURN POLICY

AT CLASSIC HOME, OUR CLASSIC CUSTOM COLLECTIONS ARE MADE-TO-ORDER (MTO) AND CRAFTED SPECIFICALLY FOR EACH CUSTOMER. DUE TO THE CUSTOM NATURE OF THESE PRODUCTS, THE FOLLOWING POLICIES APPLY.

Order Changes & Cancellations

- You may request order changes or cancellations within 72 hours of placing your order (order placement is defined as the date/time the order is received and accepted by Classic Home).
- A 50% deposit is required for credit card customers.
- Credit card orders: If canceled more than 72 hours after order placement, Classic Home retains the 50% deposit and no further amounts are due, unless production has commenced.
- All other payment terms: Cancellation requests made more than 72 hours after order placement are subject to a 25% cancellation/restocking fee.
- Once production has commenced (defined as release of the order to manufacturing and/or procurement of order-specific materials), cancellation requests will not be approved.
- The full invoice amount remains due per the agreed payment terms, unless the order is canceled in accordance with this policy.

Production & Lead Times

- All MTO items are produced specifically for each order.
- Estimated production lead time is approximately 6–8 weeks from order confirmation, unless otherwise noted for specific SKUs.
- Lead times are estimates and may be affected by material availability or manufacturing delays.
- Once an order enters production, changes may not be possible.

No Returns & Final Sale

- All MTO items are final sale and are not eligible for return or exchange.
- Final sale does not limit Classic Home's obligation to provide warranty remedies for covered manufacturing defects.
- Returns are not accepted due to preference, sizing, finish variation, or natural material characteristics.

Delivery, Storage & Final Payment

- Credit card orders will not ship until paid in full. Final payment is due within 1 week of order completion.
- Net 30 customers must adhere to their agreed terms. Late payment may affect shipping or credit status.
- Completed orders are stored for 1 week at no charge; storage fees may apply thereafter (fees, if any, will be communicated prior to accrual).

Custom Design & Warranty

- Natural materials may exhibit variation and are not considered defects.
- The limited warranty covers manufacturing defects only; claims must be submitted within 10 days of delivery (delivery is defined as the date the shipment is marked delivered by the carrier or signed for upon receipt).
- Classic Home may repair, replace, or reimburse up to the purchase price.
- Custom designs and renderings remain the intellectual property of Classic Home.

BY PLACING AN ORDER, THE BUYER ACKNOWLEDGES AND AGREES TO THESE TERMS. PLEASE CONTACT US WITH ANY QUESTIONS PRIOR TO PURCHASING.

Effective April 2026 | Policy Version v5