

Updated: 1st Dec 2021

## Returns / Refund Policy

This policy only applies to consumer purchases.

We have worked really hard to make this a chair you'd love. However, if it does not meet your expectations, just let us know and we would be happy to refund you.

If you have any questions, please contact our support team. We will do our utmost to clarify any of your doubts and help you fall in love with your Hinomi again.

In the unlikely event that you do need to return a product, we invite you to review the following terms:

### Cancelling your order for a refund before product is delivered

Item	Conditions
<b>Validity period</b>	If you have been informed of a delivery date, you need to inform us of your intention to cancel at least 2 days before date of delivery
<b>Fees</b>	3% of purchase value *This is the refund administrative charged by the payment processor

### Returning product for refund after product is delivered

Item	Conditions
<b>Return Packaging</b>	To be returned in Original Packaging
<b>Validity period</b>	You must inform us of your intention to return the chair within 7 days of receiving it, based on our tracking records
<b>Return, Shipping, and Admin Fees</b>	\$100 *This helps to cover our cost of picking up your return and other administrative costs.
<b>Damage Fee</b>	This might apply if goods are damaged or missing parts when we receive them.
<b>Conditions to be eligible for return</b>	Original packaging, in intact condition, must be returned together Product must be in excellent condition No missing parts

Do note that all refund and return decisions by Hinomi are final. You are responsible for properly packing your return products. We are not responsible for any returns that are damaged. We will be sad to see you go, but if you do need to return your Hinomi, please send us your invoice number and product details via [this form](#). We will respond as soon as possible with instructions for returning your chair.