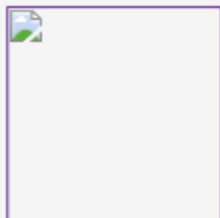


From: Houzz <[REDACTED]>

To: [REDACTED]

Subject: Your Houzz Order is On the Way! (Order #1606-3653-9203-1430)

Date: Tue, 07 Aug 2018 20:47:19 +0000



YOUR ORDER IS ON ITS WAY

Hi karishulia,

Your Houzz order has shipped and is on the way.

[View Order Status](#)

Please save this email for reference. If you have any questions please visit <https://support.houzz.com>

Thank you,
The Houzz Team

Order Date: 07/18/2018

Shipped To:

Shipping Service: FedEx Ground

9 East 71st Street
New York, NY 10021
United States
+1 646-243-8517

Tracking Number: [986919315147663](#)

	Price	Qty	Subtotal	
Order 1606-3653-9203-1430 Delivered by August 6 - August 22				
	DW KB 80 Tissue Box in Chrome Product SKU: DW KB 80 Sold by: Modo Bath	\$162.75	1	\$162.75

Subtotal	\$162.75
Shipping	\$0.00
Tax	\$0.00
Total	\$162.75

Have a question? Visit [REDACTED]
Need help? Call us at 1-800-368-4268 (Mon-Fri, 5am-7pm PT)

Return Policy: We take great pride in 100% customer satisfaction. If for any reason, you're not satisfied with your purchase, we've outlined the following guidelines to help make your return a smooth and seamless experience: If you're not satisfied with an item that you purchased on Houzz, you can initiate a return within 30 days after delivery for a full refund, as long as the item is in its original condition and packaging. Items that have been used or modified in any way may not be returned.

To return an item, visit the Your Orders ([REDACTED]) page, select the "Return or Replace Item" button for the appropriate order and follow the instructions. You will be responsible for return shipping costs (except in instances where the item arrived damaged or defective). Note that the option to initiate a return will only appear for 30 days after delivery.

We recommend insuring your return shipment and using a trackable shipping method. Refunds will not be issued for items damaged in return transit or for returns that are never received.

The following items may not be returned:

Items marked as final sale or "not returnable" on the product page or during the checkout process;
Gift cards; or
Any items sold directly by Houzz and shipped to Canada.

Cancellations

You may cancel an order within 30 minutes after placing the order by visiting the Your Orders ([REDACTED]) page and selecting the "Cancel Order" button for the order. Note that the option to cancel will only appear for 30 minutes after you place an order. After that point, the order will be processed for delivery to you.

If you would like to cancel an order after 30 minutes, visit [REDACTED] ([REDACTED]) to request a cancellation. Please note that we cannot guarantee that your order can be canceled after 30 minutes, but we'll try our best to help.

Damage Policy: In the unlikely event that an item you ordered arrives damaged or is defective, you may return it for a replacement or a full refund, as long as you report the issue within 30 days after delivery of the item and it was shipped by a small parcel carrier (for example, if it was delivered by UPS or USPS). You will not be responsible for the shipping costs to return or replace the item.

Important note: if the damaged item was shipped through a freight carrier or white glove service, then you must report the issue within 5 days after delivery to be eligible for a replacement or refund. It's critical to report the issue within that time period so that a claim can be filed with the carrier. We encourage you to inspect the packaging of the item before you accept the item from the carrier. If the packaging or the item appears damaged when it arrives, you may inform the carrier and refuse delivery. In that case, please report the issue and you can choose to receive a replacement or a refund.

To report an issue with an item, please visit the Your Orders ([REDACTED]) page, select the "Return or Replace Item" button for the order and follow the instructions. You will be required to submit photos of the damage. Note that the option to report damage or a defect may only appear for 30 days after delivery for items shipped by parcel and for 5 days after delivery for items shipped through a freight carrier or white glove service. You can find the type of delivery (parcel or freight) listed on your shipment confirmation email.

Refunds

If you choose to get a refund for an eligible returned, damaged or defective item (as specified above), you'll be refunded the purchase price and applicable sales tax. For damaged or defective items, you will also receive a refund for any amount you may have paid through Houzz to have the item shipped to you. For items that were not damaged or defective, the return shipping costs will be deducted from the amount of the refund due to you, if you use a return shipping label provided by Houzz or the seller.

Refunds will be issued to the original method of payment shortly after Houzz or the seller (as the case may be) receives and processes the eligible item. If we are unable to refund the original method of payment, Houzz will provide you with store credit for the amount of the refund due to you, which may be used for purchases on [REDACTED]. Special note: as your item was shipped through parcel carrier, you can report damages up to 30 days after receiving your delivery.

Warranty: Some products may be covered by a manufacturer's warranty. Please contact the seller of the item to learn more about its warranty coverage.

[Your Orders](#) | [Your Messages](#) | [Houzz Support](#)

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