ROOM8 RETURN & REFUND POLICY

Draft for review | Effective date: Set on publication

1. Overview

Room8 sells bedroom furnishings, décor, lighting, and related products online. Orders are generally fulfilled by independent suppliers, including sellers on AliExpress, who ship directly to customers. This policy explains Room8's voluntary return rules and how we handle damaged, defective, incorrect, missing, and delayed orders. Nothing in this policy limits non-waivable consumer rights under applicable law.

2. Final Sales — No Change-of-Mind Returns

Except where applicable law requires otherwise, all sales are final. Room8 does not accept voluntary returns, refunds, or exchanges because a customer changes their mind, no longer wants an item, ordered an unsuitable style or color, or dislikes a product that accurately matches its listing. Please review product descriptions, measurements, materials, colors, and shipping information before purchasing. This rule does not apply to damaged, defective, materially misdescribed or incorrect products, undelivered orders, or other situations where the law requires a remedy.

3. Damaged or Defective Items

If a product arrives damaged, broken, or defective, contact room8big@gmail.com with your order number, an explanation of the issue, and clear photographs or other reasonable evidence of damage. We recommend reporting damage within 14 days of delivery so we can investigate promptly; this recommended period does not reduce any mandatory rights under applicable law. For an approved claim, Room8 offers up to one complimentary replacement of the affected item, sent at no additional cost and without requiring the original item to be returned. This one-replacement limit applies to Room8's voluntary replacement program and does not restrict refunds, further remedies, or warranty rights required by law. If replacement is unavailable, unsuccessful, or legally insufficient, we will provide an appropriate legally required remedy.

4. Wrong or Materially Misdescribed Items

If you receive a different product, an incorrect variation, or merchandise that materially differs from the product listing, contact us at room8big@gmail.com with your order number and a description or photographs of the issue. We will investigate and offer an appropriate correction, usually a replacement with the item ordered, or a refund or other remedy where required by law. Room8 will not charge additional shipping for correcting our or our supplier's fulfillment mistake.

5. Replacement Procedure

For an approved damage claim, Room8 will arrange up to one free replacement of the affected item through a supplier, without asking you to return the damaged item. We will provide tracking details when available. We do not operate a voluntary merchandise-return program. If the replacement is also defective or damaged, contact us so we can assess the remedy required by applicable law; the one-replacement rule does not extinguish mandatory consumer rights. For incorrect or materially misdescribed items, we will provide a remedy required by applicable law and generally will not ask you to ship the item back. Where a return is legally necessary, we will provide appropriate instructions and comply with applicable cost obligations.

6. Lost or Undelivered Orders

If tracking is stalled, a package is missing, or a delivery scan appears incorrect, email room8big@gmail.com with your order number. We will investigate with the supplier or carrier. We will provide a replacement, refund, or other legally required remedy as appropriate. A tracking status alone does not automatically determine the outcome of a missing-delivery complaint. Our Shipping & Delivery Policy describes shipping timelines and delay notices in more detail.

7. Cancellations and Shipping Delays

Contact Room8 promptly if you want to cancel an order. We may be unable to stop fulfillment once an order has been dispatched, but this does not limit cancellation rights that apply by law. If we cannot ship within the promised timeframe—or within the applicable default timeframe when none was stated—we will obtain any legally required consent to a delay or issue the required refund. If we cannot fulfill an order, we will provide a prompt refund as required by law. Our final-sale rule does not override these obligations.

8. Refund Processing

When Room8 approves or is legally required to provide a refund, we generally issue it to the original payment method through Stripe. Processing and the time it takes to appear in an account may vary depending on the payment provider and issuing bank. We will process legally required refunds within the applicable statutory deadlines. Where the law requires a refund of shipping charges, taxes, or other fees, those amounts will be included.

9. International Consumer Rights

Room8 may sell to customers outside the United States. Certain countries provide mandatory online-shopping cancellation rights, legal guarantees, or rights to a refund, repair, replacement, or price reduction. Where these rules apply, they override conflicting limitations in this policy. For

example, eligible EU distance purchases generally carry a 14-day withdrawal right, subject to statutory exceptions. Room8 will honor applicable mandatory consumer rights rather than treating every international order as irrevocably final.

10. Product Appearance and Room Visualizations

Room8 may display AI-generated room visualizations for inspiration. The specific item, variant, size, color, material, and included accessories are determined by the product listing and the order confirmation—not by decorative room imagery alone. If the actual product is materially misrepresented, applicable customer remedies remain available.

11. How to Contact Us

For damage claims, incorrect items, cancellations, missing packages, or refunds, email room8big@gmail.com. Include your order number, delivery details, and a description of the issue. Room8 is based in Danville, California, United States. Website URL: to be added upon launch.

12. Policy Changes

We may update this policy from time to time. Changes will be posted with a revised effective date. Changes will not retroactively eliminate non-waivable rights or obligations associated with an existing order.