

TODOCabinetry.com Return Policy

Returns

We have a **14-day return policy**, which means you have **14 days** after receiving your item to request a return.

To be eligible for a return, your item must:

- Be in **new, unused, and unassembled condition**
- Be in its **original packaging** with all hardware, accessories, and manuals included
- Be free from damage, stains, modifications, or installation attempts
- Include the original **receipt or proof of purchase**

To start a return, contact us at **info@todocabinetry.com** with your order number and details about the item you wish to return. If your return is approved, we will provide you with a return authorization and shipping instructions.

Non-Returnable Items

Certain types of items are **non-returnable**, including:

- **Custom or made-to-order cabinets**
- **Assembled or installed cabinetry**
- **Items marked as final sale or clearance**
- **Damaged items due to improper handling, installation, or use**
- **Products missing original packaging, accessories, or manuals**

If you have any questions about whether your item is eligible for return, contact us before making a purchase.

Refunds

Once your return is received and inspected, we will notify you of the **approval or rejection** of your refund.

If approved, refunds will be processed within **5-10 business days** to the original payment method. Please note:

- Shipping costs are **non-refundable**
- A **restocking fee of up to 25%** may apply for returns of non-defective items
- Refunds may take additional processing time depending on your payment provider

Exchanges

We only replace items if they are **defective or damaged upon arrival**. If you need an exchange for the same item, email us at [**info@todocabinetry.com**](mailto:info@todocabinetry.com) with photos of the damage or defect. We will assess your request and arrange for a replacement if eligible.

Damages and Issues

Please inspect your order **upon delivery**. If your item arrives **damaged, defective, or incorrect**, contact us immediately at [**info@todocabinetry.com**](mailto:info@todocabinetry.com) with supporting photos. Claims for damaged or incorrect products must be made within **48 hours** of delivery.

Cancellations

Orders for **custom or special-order cabinetry** cannot be canceled once production has begun. For standard stock items, cancellations may be accepted **before the order ships**, but a processing fee may apply. Contact us immediately if you need to cancel an order.

Return Shipping

- Customers are responsible for ****return shipping costs****, except in cases of defective or incorrect items.

- We recommend using a trackable shipping service and purchasing shipping insurance, as we are not responsible for lost or damaged returns.

****Contact Information****

For any return, refund, or exchange inquiries, please email us at ****info@todocabinetry.com**** with your order details and reason for return.