



TBC RETURN POLICY AND INSTRUCTIONS

Our Policy:

We want you to be completely satisfied with your purchase however we understand that sometimes things don't work out. If you have purchased an accessory and would like to return it please follow our guidelines below. Note that this policy does not apply to custom orders or furniture.

- Accessory must be returned within 30 days of receipt.
- You are responsible for shipping fees and they are non-refundable.
- Open items are subject to a 10% restocking fee.

Return Instructions:

- Contact support@tbconsoles.com or your Project Manager to initiate the return.

- Items must be shipped to :

TBC Consoles
170 Rodeo Drive
Edgewood, NY 11717
Attn: RMA # _____

- We will issue you a RMA # to write on the shipping label

Important things to keep in mind:

- We highly recommend using a trackable shipping method and that you send a copy of the tracking number to support@tbconsoles.com.
- Credits will be issued within 10 business days from the time we receive the returned items.
- Refunds will not be provided under the following conditions:
 - Damaged items that cannot be resold
 - Custom or special order items including all furniture
 - Items without an RMA # or return approval
 - Items returned after 30 days

Your satisfaction is our highest priority. Please inspect all items when they are received. Please contact us immediately if something is damaged or incorrect and we will do our best to replace it.