

## My merchandise arrived damaged. What do I do now?

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We will happily replace your damaged merchandise for you!

Please note, if your item appears to have a manufacturing defect (eg: misprinted logo, hole in fabric) please [click here for more information about defective merchandise](#).

If your item appears to have been damaged in shipping (e.g.: box is damaged, insufficient packing materials, etc.), please contact us by using the "Contact Us" tab above and make sure to include the following information:

- [Order number](#)
- [Damaged item\(s\)](#)
- [Notes about the condition of the box, packing materials, etc.](#)

Once you contact us, we will initiate a claim with the shipping carrier and have a replacement item sent to you as soon as possible.

Note: Please do not return broken glass or ceramic items, instead contact us for further information

Customer Service - [855-252-6476](tel:855-252-6476)

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.