

FLASH FURNITURE POLICIES: RETURNS, CANCELLATIONS, AND SHIPPING

RETURNS

We offer returns on all items, unless otherwise stated on the product page, within 30 days of purchase. Returned items must be unopened and unassembled. Once an item is assembled, the customer takes full responsibility for that merchandise. Customers must have written authorization to return any merchandise. Please contact Customer Service at 1-800-924-2472 or customerservice@theubiquegroup.com to receive a return authorization (RA) number. The return must be received within 10 days of receiving an RA. Please enclose the RA number within the box and write it on the outside of the return shipment. Please be advised that all returns are subject to return shipping costs as well as a 35% restocking fee. Dropship products are not available for returns.

ORDER CANCELLATIONS / MODIFICATIONS

Due to quick processing times, Flash Furniture cannot guarantee any cancellations or modifications once the order has been placed. Please contact Customer Service at 1-800-924-2472 or customerservice@theubiquegroup.com to request to cancel or modify an order. If the shipment has been delivered, then it will be considered a standard return. Applicable return fees will apply. (Please see above return policy).

DAMAGES / SHORTAGES

Flash Furniture requires notification of damages within 10 days of delivery. Please contact Customer Service at 1-800-924-2472 or claims@theubiquegroup.com to report damages, shortages or abnormalities. When contacting Customer Service, include pictures and quantity of the merchandise being reported. If damages, shortages or abnormalities are not reported within 10 days of delivery, Flash Furniture is not responsible for damages or incorrect shipments.

DEFECTIVE PRODUCTS

Please refer to our Flash Furniture Limited Warranty policy for details on defective products. Our Limited Warranty policy is found on the [Warranty page](#)

CUSTOM ITEMS

All custom items (embroidered/custom upholstery) are made to order and are not subject to returns or refunds. If mistakes are made on custom items, please provide pictures of incorrect items to Customer Service at 1-800-924-2472 or customerservice@theubiquegroup.com within 10 business days for replacement or refund. If custom items arrived damaged or quantities are missing, please see Damage/Shortages policy.

ACCESSORIAL SHIPPING OPTIONS

LTL/Freight carriers will attempt contact to schedule a delivery time and date prior to delivering. If carrier cannot establish contact to schedule delivery, they will contact Flash Furniture to obtain alternate contact information. If Flash Furniture cannot verify alternate contact information within 48 hours, the order will be cancelled and returned to Flash Furniture. The returned delivery will be a standard return and subject to applicable return fees.

If you are not present at the time of delivery, the carrier will require redelivery fees to be paid. Please be advised that these fees are discretionary under carrier policy. We will contact you to request

approval for any redelivery fees. If fees are not approved within 48 hours, the shipment will be considered a standard return and subject to applicable return fees.

If the delivery address needs changed, please contact Customer Service at 1-800-924-2472 or customerservice@theubiquegroup.com. Please be advised that changing the delivery address after the order has shipped may have additional fees per carrier policy. If there are any additional fees from the carrier, fees must be approved within 48 hours or the shipment will proceed to original delivery address.