**Returns and Refunds Policy**

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At Liberty Craft, our commitment to your satisfaction is at the core of everything we do. We take great pride in crafting each piece of custom home decor and woodworking with utmost care and precision. If, however, you find yourself unsatisfied with your purchase, we're here to make it right. Please take a moment to review our Returns and Refunds Policy below.

\*\*1. Eligibility for Returns and Refunds:\*\*

- We accept returns and offer refunds on items that meet the following criteria:

- Items damaged during shipping.

- Items with manufacturing defects.

- Items that do not match the specifications of your order.

\*\*2. Initiating a Return:\*\*

- To initiate a return, please contact our Customer Support Team within 7 days of receiving your order. You can reach us at [build@libertycraft.us](mailto:build@libertycraft.us). Our team will guide you through the return process and provide you with a Return Merchandise Authorization (RMA) number.

\*\*3. Packaging and Condition:\*\*

- Returned items must be in their original condition and packaging, including all accessories, manuals, and documentation. We recommend using the original shipping box and materials to protect the item during transit.

\*\*4. Return Shipping:\*\*

- Customers are responsible for the cost of return shipping unless the return is due to an error on our part, such as shipping the wrong item or a defective product.

\*\*5. Inspection and Approval:\*\*

- Upon receiving the returned item, our team will conduct a thorough inspection to ensure it meets our eligibility criteria. If the return is approved, we will process the refund or replacement.

\*\*6. Refund Options:\*\*

- You have the option to receive a refund to your original payment method or store credit for future purchases, depending on your preference.

\*\*7. Timing of Refunds:\*\*

- Refunds will be processed within 7 of receiving and inspecting the returned item. The timing of when the refund appears in your account may vary based on your financial institution.

\*\*8. Custom and Personalized Items:\*\*

- Please note that custom-made or personalized items are not eligible for returns or refunds unless they arrive damaged or contain a manufacturing defect. In such cases, we will work with you to ensure a satisfactory resolution.

\*\*9. Communication:\*\*

- We value clear and open communication. If you have any questions or concerns about our Returns and Refunds Policy, please do not hesitate to reach out to us. We are here to assist you and address any inquiries promptly.

At Liberty Craft, we stand by the quality and craftsmanship of our products. Our Returns and Refunds Policy is designed to ensure your peace of mind and provide a transparent and fair process for resolving any issues that may arise. Thank you for choosing us for your custom woodworking and home decor needs.