# Online Store Policies

Orders

If you have any questions regarding our online store policies or products, please contact us at shop@jendorseydesign.com before purchasing. We are happy to help so that you can purchase with confidence!

Frequently Asked Questions

* *When will my order be processed?*

Orders are processed in the order they are received. Standard processing time is 2-4 business days. If you need rush delivery, please contact shop@jendorseydesign prior to ordering.

* *Where does Jen Dorsey Design ship orders?*

We ship to the contiguous United States. We do not currently ship to AK, HI or Canada.

* *From where will my order be shipped?*

Most items are shipped from our workshop in Marblehead, MA, but some goods are drop shipped directly from the vendor.

* *How can I confirm the true color and/or texture of a website product?*

We understand that computer monitors may inaccurately show colors and textures. But to help you make a decision, we can answer any questions and send you additional photos and product information. Please note, however, that slight imperfections (i.e., knots, divots, cracks) and material variations (i.e., marble, wood, and stone) are cherished characteristics in many of our sustainably sourced goods. These treasured traits do not make a product damaged or defective. .

*Online Purchases of Hand Painted Furniture*

DELIVERY

Unless you choose otherwise, your purchase will be delivered to your home entryway. When placing your order, please provide a contact phone number as well as any instructions that would be helpful for delivery (i.e. stairs, elevators, parking).

LOCAL PICK-UP

If you wish, you may pick up your purchase at Jen Dorsey Design at a mutually agreed upon time. Please remember to bring moving materials and additional movers to help you load the item into your vehicle.

TRANSIT TIME

The transit time may vary depending, for example, on your location, weather, and time of the year. However, purchases typically ship within 1-3 weeks of payment receipt.

RETURNS/CANCELLATIONS/REFUNDS

Once payment is submitted, your purchase may not be returned, canceled, or refunded. Please double check all the details of your order before purchasing a hand-painted furniture piece from our online store.

SHIPPING DAMAGES

Inspect your new furniture piece upon delivery. Though unlikely, there is still a small chance of damage caused by shipping for very large items. In the event your item arrives damaged, clearly photograph the damage and contact us at shop@jendorsedesign.com. If no damages are reported after two days (48 hours), we will assume that your order was delivered safely.

*Online Purchases of Other Shop Products*

RETURNS/CANCELLATIONS/REFUNDS

Once payment is submitted your purchase may not be returned, canceled or refunded unless the item was damaged during shipping.

SHIPPING DAMAGES

In the event your item arrives damaged, clearly photograph the damage, keep the item and its original packaging, and contact us at [shop@jendorseydesign.com](mailto:shop@jendorseydesign.com) within 2 days (48 hours). We will then initiate the claim process. If no damages are reported after two days (48 hours), we will assume that your order was delivered safely.

*Please be advised that we cannot accept returns without the original packaging.*