

Return Policy

House Copper and Cookware LLC works very hard to ensure your kitchenware pieces are made well. Each piece is hand-inspected when it arrives from the local artisans, and we work hard to make sure your purchase will arrive safely. Upon receipt of your item(s), please inspect your package within two (2) days and contact us at housecopper@gmail.com if there is any damage.

You may return your purchase within ten (10) days of receipt of the product for a refund of the product value. An original receipt or gift receipt is required for all returns. Returns with a gift receipt will be refunded in the form of a Merchandise Credit for the amount indicated on the gift receipt. Returns with original receipt will be refunded in the original form of payment, cash and check refunds over \$100 will be issued as a company check (may take 30 business days from time of request).

We cannot accept returns on items that have been used, or on items damaged through normal wear and tear, or if the item has been misused. To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be returned in the original packaging. If you improperly package your return and it is broken during shipment, you will not receive a refund, so please be sure to make sure your item is cushioned nice and safely.

How to Return an Item:

Items may be returned to the retail store where you bought it, and will be subject to the retail store's return policy. If you bought the item at a retail store, it must be returned to the retail store and cannot be returned directly to House Copper and Cookware. Items bought directly through House Copper and Cookware's website can be returned through the mail.

To send an item back, contact housecopper@gmail.com. You will receive a Return Form. Please fill it out and enclose the Return Form with your box. Items returned without the Return Form will be returned to the sender. You'll have ten (10) days to return the item once receiving the Return Form. Again, we're a small, family-owned biz and we expect your need to return is necessary and urgent.

Use the shipping carrier most convenient for you, and send the package to the following address, where your return will be processed according to your instructions. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will notify you on the status of your refund after inspecting the item. Please allow up to 30 days for this process. If your return is approved, we will initiate a refund using your original method of payment. Your credit card refund may be subject to your card's policies.

The only reasons we'll take a return/issue a refund is if the product is defective upon arrival. We will not process a refund for a product that is simply not to your liking, expectations or if you have buyer's remorse. A product must arrive damaged and we must be notified within 48 hours in order to assess the situation.

Contact Us

If you have any questions on how to return your item(s), contact us at housecopper@gmail.com.