

Returns and exchanges

If you want to return a product, please notify us at info@woodchuck.nl within 7 days after receipt. Products must be in unused and undamaged condition, including all packaging.

In case you have received an incorrect product, please let us know within 7 days after receipt. We will happily send you the right product. If the product is no longer available, we will send you a refund or give you a credit.

Once we have established that the returned product has been received in good condition, we will reimburse you for it (excluding the costs for return postage) into your bank account as quickly as possible, though the latest within 30 days.

If you bought an item on sale, it is not possible to return, unless we send you an incorrect product of course.

When you've received a broken product (damaged in transit) we request that you return us your product within 7 days. When we've received your return we will send you a new product.

Custom made furniture can not be returned.

All products are 100% handmade, so small discrepancies may occur, such as small splinters. All products come untreated (unless stated otherwise). We are not liable for any stains that might occur on the untreated wood. We recommend treating the wood with Osmo hardwax oil to keep off dirt and to prevent stains.

Return address:

WOODCHUCK
Vlotlaan 210
2681TV Monster
The Netherlands

The shipping costs and risks for returning a product are at expense of the buyer. We recommend you to use a postal service that insures the value of the shipment.