



Policies

Check Your Order

Please check your order as soon as you receive it. Compare the items you received to the items listed on the receipt. Please make sure your order has been processed correctly. Check for any backordered items.

You have five business days from the date you receive your order to report any problems. Failure to notify the Realtor[®] Store within five business days automatically releases the Realtor[®] Store from paying any return-shipping costs for damaged items or items shipped in error.

Defective/Damaged Items

Please call the Realtor[®] Store at 704-940-3126 if you receive defective or damaged merchandise. A return-shipping label will be forwarded to you if items need to be returned. When merchandise has been damaged during shipping, you might be asked to save the package and packing material if UPS wants to view the condition of the package.

Return Policy

Firms/members have 30 days from the date of invoice to return merchandise. A copy of the invoice or receipt must accompany all returns, and the unused merchandise must be returned in saleable condition before a refund or credit can be issued. All returns will be issued in the same form as the original purchase. For example, if you used a Visa to make the purchase, the refund will be credited back to that Visa. If you would like to exchange an item, a new order will be created. All returns will be returned at the expense of the customer unless the merchandise was defective, damaged or shipped in error.

Backorders

The Realtor[®] Store tries to keep inventory in stock, but there are times when there is a run on a particular item or a delay in delivery. When you receive an order that indicates a backorder, please let us know if you would like to cancel the backorder. You can contact us at 704-940-3126 or store@carolinahome.com. If we do not hear from you, we will proceed with shipping your backorder.