



## DONLENA DESIGN

**All Trade-Only furniture and decor sold in our furniture showroom and Curated Home room designs are ordered through and fulfilled by Side Door.**

### **WHAT IS SIDE DOOR?**

Side Door is our partner, a secure, online platform tool that handles all the logistics, fulfillment-ordering, processing, shipping, and customer service of the products you order.

### **WHAT ARE “TRADE-ONLY” FURNISHINGS?**

Trade-only furnishings, or to-the-trade, are pieces that are purchased by a design professional, and are only accessible to them and other retailers and showrooms. We have access to MANY of the top manufacturers in the country and we can sell these on our website and social media, etc.

### **DO THEY ACCEPT RETURNS?**

There are no returns accepted (or exchanges) at this time, since products are shipped directly from the manufacturer, therefore all sales are final through this platform.

### **WHAT IF I GET A DAMAGED ITEM?**

Please inspect any item immediately when you receive it, and if there are any damaged items, please contact Side Door customer service and they will provide assistance.

### **DO YOU DO CUSTOM ORDERS OR OTHER SIZES, FINISHES, OR COLORS?**

At this point, there are no custom orders (materials), but hopefully in the future. Yes, often there are other sizes, finishes, and colors available but

will depend on the product. Just contact us by email and we can find out for you.

### **ARE ITEMS SOLD AT RETAIL PRICES?**

The manufacturers we partner with set the prices for internet purchasing... called IMAP (Internet Minimum Advertised Price) and should not be any lower anywhere else. We do not mark up the price any more than that, so you can be assured you are getting the best price available.

### **HOW LONG DOES IT TAKE TO GET MY ORDERS?**

Usually the lead time is around 2-4 weeks, but this is an estimate, and there are times there could be a delay, especially due to Covid-19.

### **WILL I RECEIVE UPDATES ABOUT MY ORDERS?**

YES. You will receive email updates concerning processing, shipping, and delivery of your orders from Side Door.

### **IS SHIPPING INCLUDED?**

Yes, shipping/handling is already calculated in your purchase price shown. There is no increase in shipping if you purchase multiple items.