

Returns

The Indoor Forest's refund policy lasts 30 days from purchase. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging and undamaged.

Several types of goods are exempt from being returned. Live products such as plants, flowers and botanicals are non refundable. Custom products such as preserved moss frames and hexagons are not eligible for refunds.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item and will notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or Missing Refunds

If you have not received a refund, first check your bank account, then contact your credit card company. Please note it may take between 5-10 business days for Stripe to process and refund the payment.

If you've done all of this and you still have not received your refund yet, please contact us at stevie@theindoorforset.ca.

Sale Items

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges

The Indoor Forest only replaces items if they are defective or damaged. You are required to notify us and provide photos within 10 days of receiving your product.

Shipping

You will be responsible for paying for your own shipping costs for returning your item.

Shipping costs are non-refundable.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. The Indoor Forest cannot guarantee that we will receive your returned item.