

Return and Refund policy

Thanks for buying a playhouse from us. I hope you are entirely satisfied with your purchase but if you want or need to return the playhouse, we have a fair return policy and we are here to help.

Full and immediate refund

We will refund your purchase and all shipping charges if the playhouse **has not shipped**, and you choose to cancel the order. (buyer's remorse) or if, by our own mistake, we shipped the wrong model. (Pictures would be required as proof and you get a free playhouse)

Returns

You have **30 days** to return an item from the date you received it.

To be eligible for a return, your playhouse must be unused and in the same condition that you received it. Your playhouse must be returned in the original crate with all the parts.

Shipping

You will be responsible for the shipping costs for returning your playhouse after the delivery. Shipping costs are non-refundable. When receiving your refund, the cost of return shipping will be deducted from your refund. The playhouse must be returned to our factory in British Columbia, Canada.

Refunds

Once we receive the crate back, we will inspect it and notify you that we have inspected your returned item. We will immediately notify you on the status of your refund after inspecting the items. Once your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a few days, depending on your card issuer's policies.