



GENERAL INFORMATION

being accepts returns for store credit only.

50% deposit required on all special orders made in store. Full payment is required when placing an order online.

Special orders may not be cancelled after 72 hours.

Orders held over 30 days must be paid in full.

Balances are collected prior to delivery or as merchandise arrives at our warehouse.

Lead times may vary by manufacturer and are beyond the control of being.

Upholstered furnishings, including slipcovers, require professional cleaning.

SHIPPING

being determines the appropriate shipping method for your order depending on the type of piece purchased. For a smaller item such as vase or pillow, UPS is our standard shipping carrier. For a larger furniture item, we will use one of our reliable freight carriers. Before you make your purchase, your shipping options will be clearly outlined at checkout. If you have any questions or special shipping instructions, please email us at info@shopbeing.com before placing your order. We want to ensure that we can meet your needs before you make your purchase.

DELIVERY

White Glove delivery – Furniture can be shipped via white glove delivery anywhere within the United States. The delivery company will call to set up a time to meet you. They will bring the piece to your room of choice, unwrap, inspect and assemble the piece of furniture. After you have approved, they will take all debris with them. Please be sure to inspect carefully prior to signing the delivery paperwork.

Dock to dock delivery – Furniture can be shipped dock to dock for US orders only. For dock to dock delivery, our freight carrier requires a full access loading dock.

Most non-furniture items can ship UPS ground or express service.

For online furniture purchases, lead times vary depending on your location and the pieces ordered. We'll make sure you have all the details you will need before you make your purchase.

Local Delivery for in-store furniture purchases

For in-store purchases on furniture, the customer will be contacted to make delivery arrangements within 2 days of payment.

Our delivery service charges a \$95 fee for white-glove delivery within 20 miles. For smaller furniture items and accessories, we may be able to drop-ship or hold at our store for 10 business days before sending to our warehouse for pickup.

RETURNS ON NON FURNITURE ITEMS

RETURNS ARE FOR STORE CREDIT ONLY.

Any in stock item purchased on our website can be returned for a store credit as long as we receive the item back no later than 30 days from the day you placed your order. Shipping charges are not refundable and will be deducted from your credit. The customer is required to pay return shipping. A return authorization must be issued before an item is returned. If there are issues with your order, or to obtain a return authorization, please email info@shopbeing.com.

We will inspect the returned item(s) and send you an e-mail confirmation once we have processed your credit.

RETURNS ON FURNITURE

We do not accept returns on custom order furniture. Because a special order is custom made per the client's unique wishes, we are not able to accept them back into our inventory. All custom orders are final sale. Lead time for custom orders is typically 8-12 weeks.

We do accept returns for store credit on in-stock furniture. You will have a 10 day period from receipt of the item to initiate a return. Item must be in its original condition. Shipping charges (including return shipping) are non-refundable and will be deducted from your credit. Please keep all packaging materials for return shipping, or repackaging fees may occur. Upon our receipt of the item at our warehouse, we will inspect it and a credit will be issued accordingly. Damage or other conditional issues may result in deductions from your credit.

FREIGHT DAMAGE

Every piece of merchandise is inspected before shipping, so please contact us immediately if you receive a package or furniture item with any visible damage. Please be sure that you do not sign any delivery paperwork before inspecting the piece. Photos of the damage will be required before moving forward on a replacement.

For returns, please follow the instructions below:

Contact us at 727.822.6252 or e-mail info@shopbeing.com to request a return authorization. Pending approval, the freight company assigned will then contact you to coordinate pickup.