

TOTALLY BAMBOO LIMITED WARRANTY

Totally Bamboo is a direct manufacturer and wholesaler and we do not issue monetary refunds. We issue company credit memos that can be applied to future purchases. In the event you choose to return a part or your entire shipment without prior authorization, you will be responsible for the freight costs associated with your return in addition to a 20% restocking fee. Prices are FOB San Marcos.

Please do not accept any damaged package and advise the carrier you are refusing BECAUSE OF DAMAGE. Damaged products must be claimed within five (5) business days after the date of receipt. We warranty all our products against factory defects for one (1) year and will replace or issue a company credit memo for any defects claimed within the specified time. All claims must be sent to rma@totallybamboo.com.