

PL UN

Furniture | Objects | Spaces

Returns and Exchanges

At Plun, we take great pride in the craftsmanship, materiality, and integrity of every product we design and build. Each piece is thoughtfully created using high-quality wood, metal, and other natural materials many of which are hand-finished and made to order.

Due to the nature of our work, we follow a strict and transparent Returns & Exchanges policy, designed to uphold quality standards while being fair to our customers.

1. Placing Orders

Each product is either made to order specifically for you, or handcrafted with finishes and details that involve manual processes, or Subject to material variations that are inherent and intentional in natural wood and metal products. We strongly encourage customers to carefully review product dimensions, finishes, materials, and descriptions before placing an order. If you need support or clarification, our team is always here to guide you before purchase.

2. Damaged, Defective, or Incorrect Deliveries

If you receive a product that is:
Visibly damaged during shipping; faulty due to a manufacturing defect, or not what you ordered, we will take full responsibility and offer a resolution.

What you must do:

Email us at mail@plun.in within **48 hours** of delivery. Include your order number, delivery date, and clear photos/videos showing the issue. Retain the original packaging and avoid using or installing the product.

After inspection, if we find that the product is genuinely defective or incorrect, we will either: Repair or replace the item at no cost to you or, if neither is feasible, issue a full refund.

Plun reserves the right to determine the appropriate course of action in such cases. Important: We will not be able to process claims raised after 48 hours of delivery.

3. No Exchanges for Aesthetic preferences

We do not offer exchanges for reasons such as: Change of mind, Mismatch with interiors or personal preferences, Minor differences in shade, grain, texture, or size.

Why? Because each product at Plun is created with intention, and many of our pieces reflect the natural inconsistencies that come with genuine materials like wood and metal. These are not flaws — they are part of the product's authenticity and beauty.

4. Natural Variations – Not Considered Defects

Please understand that:

Wood grains, knots, and tonal differences are natural and unique to each piece. Metal finishes may show slight tooling marks, patina, or texture. Handmade processes result in subtle irregularities — these are signs of human craftsmanship.

These are not eligible for return, exchange, or complaint. We see them as part of what makes your piece one of a kind.

5. Non-returnable & Non-refundable Items

The following cannot be returned or refunded:
Custom or bespoke pieces made as per your specifications. Sale items or products purchased during promotional events. Items that have been used, installed, or tampered with after delivery. Products damaged due to mishandling, misuse, or improper care.

6. Your Responsibility as a Buyer

By placing an order with Plun, you confirm that: You have read and understood the product specifications and policy. You accept the terms

of sale, including non-returnability. You are aware of lead times, natural material variations, and care requirements

7. We're Here to Help

If you need help before placing an order — whether it's measurements, material queries, or guidance on finishes — our team is happy to assist. **Write to us at mail@plun.in**

We've designed this policy to be clear, fair, and firm — because that's what we believe our customers deserve. Thank you for respecting our process, our materials, and the people who make your furniture.

Warmly,
Team Plun