

Return Policy

1. WHAT IS BK CURATED HOME AND SHOP THE LOOK?

Our shop offers exclusive to-the-trade collections, carefully curated by BK Interior Designs and shipped directly to you from the manufacturer! Typically to-the-trade pieces are purchased exclusively by trade professionals (i.e., interior designers) at design trade pricing, and then resold to their clients at a markup. BKID is thrilled to offer trade furniture and décor on our website to anyone, not just clients!

2. WHO IS SIDEDOOR?

SideDoor is our partner that secures and fulfills your order and handles our logistics and customer service. Their team is fantastic! Not only do we partner with them for our shop, but we also use SideDoor to fulfill trade orders for client projects. [SideDoor customer support](#) can be contacted for questions or concerns about delivery and damages.

3. WHAT IS YOUR RETURN/CANCELATION POLICY?

We cannot take returns, cancellations, or exchanges, as items are shipped directly from the manufacturer. Therefore, all sales are final unless the product(s) is damaged in transit. Inspect all items immediately upon delivery. If a product is damaged, take photographs of the packaging and product and contact [SideDoor customer service](#). The SideDoor team will arrange for a repair, or the manufacturer to send a new piece(s).

4. HOW WILL I KNOW WHEN MY ITEM(S) SHIP?

You will receive email communications from SideDoor regarding the progress of your order and when pieces ship. Most furniture is shipped via a local freight carrier. The freight carrier will call you when your furniture is ready to schedule a delivery date.

5. WILL FURNITURE ITEMS BE PLACED INSIDE MY HOME?

Furniture will be delivered 'To Your Door / Threshold.' You may instruct the delivery personnel whether you would like your delivery placed immediately inside your home or left on your doorstep.

Threshold delivery does not include placing products in specific rooms, assembly, or removing the original packaging. If you require or prefer 'White Glove' delivery, it will be available as an option at checkout for an additional charge. 'White Glove' delivery includes packaging removal, light assembly, and placement. We recommend White Glove service for any large furniture items.

6. ARE OTHER SIZES, FINISHES, COLORS, ETC. AVAILABLE?

Many times, yes! Please email bailee@bkinteriordesigns.com, and we will get the size or finish you need added.

7. DO YOU PRICE MATCH?

Prices are never above the internet minimum advertised price (set by the manufacturer). However, if you find a lower price from another online retailer, email us at bailee@bkinteriordesigns.com, and we will happily price match! Keep in mind our prices include all shipping and handling fees. When you shop BK Curated Home via SideDoor for your quality furniture and décor needs, you support our small business and the interior design industry rather than a big-box retailer. Thank you!