



Contact Us

Kennewick, WA Store Hours (PST)

Monday - Saturday 10:00 AM - 6:00 PM

Sunday 12:00 PM - 5:00 PM

Phone/Fax Numbers

Local: (509) 738-0342

Toll Free: (866) 681-ELLA (3552) (USA/Canada)

Fax: (501) 643-3583

E-mail: customerservice@ellabellakids.com

Store/Mailing Address

Ellabella Ltd.

1220 N. Columbia Center Blvd, Suite L

Kennewick WA 99336 USA

Get [Map/Directions](#)

Customer Care Policies

What methods of payment do we accept?

Place your credit card order online, by fax or phone.

- We accept Visa, MasterCard, American Express (AMEX), Discover, and PAYPAL
- We accept Money orders and Cashier's Checks
- We DO NOT accept personal checks
- Orders placed outside the U.S.A. must be paid with a credit card or in U.S. funds

What about ordering online?

Inventory: We strive to keep our website inventory up-to-date. Sometimes an item may not be available when an order is placed. After you place your order, we will review your

order to determine if it is available to ship. If it is not, we will contact you within the same business day via email or phone and give you the status of your order. We will offer to ship partial orders and provide you with an estimated shipping date on any out of stock items. Your credit card will not be charged until the out of stock item ships.

Secure Checkout: When you order from EllabellaKids.com, you are connected to Yahoo Store's secure server which protects your credit card and personal information and ensures your transaction is secure. Internet Explorer users should see the LOCK (secure) symbol at check out. Netscape users should see the unbroken key symbol. Shortly after placing your order on-line, you will receive an e-mail confirmation. Please note: some quantity discounts, free shipping on certain internet specials, and shipping costs on international orders may NOT be shown on this confirmation, but WILL be reflected on your final invoice.

Placing an order by phone?

- Phone hours: 10:00 AM - 6:00 PM PST Monday - Saturday and 12:00 AM - 5:00 PM PST on Sundays
- Voicemail messages accepted 24/7. Call (866)681-ELLA (3552)
- Fax orders to (501)643-3583

Ordering by mail?

When you order by mail, please be sure to include all item #'s and the full item name and price, as well as your name address, phone and e-mail (if available). Outside the 48 States? Please call us for a shipping quote prior to mailing your order. You may send payment by credit card or money order. Please note: we do not accept personal checks.

Do we match other retailers' prices?

Price Match: Ellabellakids.com and Ellabella Kids stores will price match other stores and websites. We reserve the right to alter and update this policy at any time without notice. The following restrictions and conditions will be taken into consideration when reviewing a price match: Items to be matched must be the exact same items and must be in stock and available for purchase when Ellabella Kids verifies the price match. Additional charges such as handling, shipping, oversize, and any others hidden charges will be added to the advertised price to determine the true price of a product being matched. Ellabellakids.com and Ellabella Kids will adhere to applicable sales tax laws. Any applicable Washington sales tax will be added to the matched price.

What if a package refused or cannot be delivered?

Refusal of Packages: If a package is refused for delivery, a \$15.00 charge will be applied to your credit card and the shipping charges incurred to ship the product out and back will be the customer's responsibility. These shipping charges may be substantially higher than the original shipping charges if promotions, or coupons were used. Once the package is received back into our warehouse the original credit card or form of payment

used will be credited back minus the refusal fee and shipping charges or the package will be shipped back out to the customer.

Incorrect Address: Packages returned to ellabellakids.com because of an incorrect address provided by the customer will be subject to additional shipping charges. Orders that are later cancelled due to an incorrect address provided by the customer will be charged the original shipping charges.

What is our shipping method?

Our standard method of shipment to all areas within the Continental U.S. is **Fed Ex Ground**. We may ship small items via USPS Priority Mail.

Our FREE shipping policy

We ship orders over \$99 FREE within the Continental U.S. This may not apply to Puerto Rico and Alaska and Hawaii depending on the product. Charges for FREE shipped items will not be reimbursed on any return or exchange. Call us toll free at 1-866-681-ELLA (3552) for an expedited shipping quote if you need your products to be delivered faster. Our shipping rates for orders less than \$99 are listed below

Order Amount	Shipping/Handling Cost
0 to 9.99	\$4.95
10.00 to 19.99	\$5.95
20.00 to 49.99	\$6.95
50.00 to 82.99	\$8.95
83.00 to 98.99	\$9.95
99.00 up	Free

Delivery Surcharges: Furniture, rugs and other large products, which are bulky and heavy, must be shipped via a trucking service. The cost to ship these items are much higher and are not covered under the FREE shipping promotion. We will not ship an oversized item without quoting and receiving a confirmation of the additional oversize shipping charges.

What is our damage policy?

EllabellaKids.com will do everything we can to ship your package in good condition. Unfortunately, packages may be damaged during shipping. If your order arrives at your door damaged, we will either replace the broken parts if possible or ship out a new product. This is done at our discretion.

Inspect Order: Please be sure to inspect your item for damage immediately upon arrival. Please do this even if you are not going to immediately use the item. We are unable to accept cancellations or returns on merchandise after it arrives damaged, but we will

always make every effort to correct the problem. Contact our customer service department within 5 business days of the delivery date to report the damage. Please be sure to have information such as model number, serial number, date of manufacture and any part numbers available. We will not be able to replace damaged merchandise if we are not notified within 5 business days of the delivery date. We will continue to make every effort to get you individual replacement parts.

How to report a defective item and get replacement parts

Requests for replacement parts will be processed as quickly as possible but may take time due to manufacturer processing. Please note that we are not able to express ship replacement pieces.

Notification: Please notify our Customer Service department within 30 days of receipt if you have a problem with a product. After 30 days, please contact the manufacturer directly for information on what warranty may apply. See your manual/paperwork that came with your purchase for that manufacturer's customer service number. Please contact our Customer Service Department at customerservice@ellabellakids.com for assistance.

EllabellaKids will work with each manufacturer in fixing the problem with your defective merchandise as quickly as possible, but it may take time due to manufacturer processing. Understand that a simple part may fix the problem but if not EllabellaKids.com will follow the guidelines above in replacing your merchandise.

Do we allow returns on sale items and custom orders?

Sales items that are marked as final are not returnable. Hand painted, personalized, custom designed furnishings and other made-to-order items require payment in full upon order and cannot be returned, as they are crafted to your personal specifications. All custom order items are denoted as such on the individual product page. If you wish to cancel a custom order, you may do so within 2 business days of your original order date. If you have any questions regarding our custom order cancellation policy, E-mail us at customerservice@ellabellakids.com or call (866)681-ELLA (3552)

How do we accept returns?

Ellabella is committed to providing you with an enjoyable shopping experience. Our customers shop with confidence knowing that if they are unhappy with their purchase, they can return it. Our policy is to return all unworn/unused and resaleable merchandise within 30 days of delivery. We will refund your purchase price based on your original form of payment. Returns for merchandise after the 30 day time frame can be returned for in-store credit as long as they have not been used or washed or worn with all tags attached and all original forms, cards, and packaging sent back. Items returned to us deemed unsellable, used, or missing necessary information, will incur a re-stocking fee deemed appropriate by management. This restocking fee will range from 30%-50%. Ellabella cannot be responsible for products lost or damaged in transit. Fed Ex loss or damage claims must be made by the customer. We will do everything we can to assist in this claims process. No money will be refunded for shipping loss or damage. Please understand that claims process made through Fedex or any other carrier can take 30 days or more to process.

- For products shipped from Ellabella's warehouse, simply fill out the Returns/Exchange Form that came packaged in your original box. Call or email our customer service to return a return authorization number. Place this number on the outside of the box, and return the product to Ellbellakids.com. If you do not have a copy of the Return/Exchange Form, please contact us at customerservice@ellbellakids.com or call(866)681-ELLA (3552) to obtain a new one.
- For products shipped directly from our manufacturer, please contact us at customerservice@ellbellakids.com or call (866)681-ELLA (3552) to obtain Return Instructions.
- Sorry, but we do not refund shipping and handling charges!
- Return/Exchange Address: Ellabella Ltd.; Attention: Returns; 1220 N. Columbia Center Blvd, Suite L, Kennewick WA 99336
- Ellabella will deduct the shipping charges for items shipped under the Free Shipping promotion on all returns.