

PROSPERA HOME

Return Policy

Return Eligibility

Prospera Home is committed to ensuring that every Costco member is completely satisfied with their purchase. This Return Policy applies exclusively to purchases made through our Costco Next Prospera Home website.

You may return eligible items within 90 days from the date of delivery for a refund or exchange, subject to the conditions outlined below. Clearance and Final Sale items must be returned within 7 days of delivery. After these timeframes, we are unable to accept returns or issue refunds.

Return Conditions

1. Items must be returned in their original condition and packaging.
2. Returns are accepted for one (1) return or exchange per order. Additional returns from the same order may be subject to a 20% restocking fee.
3. Custom-made furniture and special-order items are eligible for return within the 90-day window but may be subject to a 15% cancellation or restocking fee.
4. Clearance and Final Sale items are eligible for return only within 7 days of delivery and must be in original condition.
5. Items damaged or defective upon delivery are fully covered and replaced at no charge (see “Damaged or Defective Items” below).

How to Initiate a Return

To return a product purchased through Costco Next:

1. Contact Prospera Home Customer Support by phone or email (see “Contact Information” below).
2. Provide your order number, proof of purchase, and photos (if applicable) of the item in its current condition.
3. Our customer service team will review your request within 2 business days and arrange for pickup or exchange.
4. Upon approval, we will coordinate pickup directly from your delivery address.

Processing Times

- **Return Approval:** Within 2 business days of receiving your request.
- **Pickup Scheduling:** Typically within 7 to 10 business days after approval.
- **Refund Processing:** Within 7 business days after the item is received and inspected by our warehouse.

Refunds are issued to the original form of payment. If your return does not require product pickup (for example, an order cancellation prior to shipment), your refund will be processed within 7 business days of approval.

Damaged or Defective Items

If your order arrives damaged or defective:

1. Notify us within 48 hours of delivery so we can promptly resolve the issue.
2. We may send a furniture technician to assess and correct the defect.
3. If repair is not possible, a replacement or full refund will be issued.

All Prospera Home furniture includes up to a 10-year limited warranty. Please review the warranty details included with your product documentation for coverage information.

Exchanges

If you wish to exchange your furniture for a different color or model, please contact our team within 90 days of delivery (or 7 days for clearance/final sale items). Once the original item is returned and inspected, your exchange order will be processed and scheduled for delivery.

Partial Refunds

Partial refunds may apply for items that are:

- Not in their original condition,
- Missing parts not due to our error, or
- Returned after prior use.

Late or Missing Refunds

If you have not received your refund after the standard processing period:

1. Check with your credit card provider or bank — posting times may vary.
2. If additional assistance is needed, please contact our Customer Service team.

Shipping and Pickup for Returns

Prospera Home will arrange return shipping or pickup directly from your address. You do not need to ship items yourself. Pickup dates are typically scheduled within 7 to 10 business days of return approval.

Customer Support – Contact & Hours

Prospera Home – Costco Next Member Support

 Chino, California 91710

 Phone: [833-686-0876](tel:833-686-0876)

 Email: support@prosperahome.com

Hours of Operation:

Monday through Friday 8 a.m. to 4:30 p.m. PT

