Shipping & Returns

Shipping Information : To ensure a smooth and timely delivery, we kindly ask that you provide the following shipping information upon ordering and contained in the confirmation email. Accuracy is of high importance as once the product has been shipped we may not be able to alter the delivery address.

- Full shipping address: Street Address, City, State/Province, Zip/Postal Code, Country
- Contact phone number

If your goods arrive damaged, or with an item(s) missing from the shipping document, please do the following:

- Mark the items missing or damaged on the delivery bill of lading
- Contact Luna Glamping and report the missing or damaged items
- Take as many pictures as necessary and submit them to Luna Glamping

Once it's been noted with the transporter, our team at Luna can make a claim and send replacement parts. If you are unable to arrange pick up, a delivery truck can also be arranged to move the goods from the depot to your location. Luna Glamping can help with these logistics, but the customer will be responsible for any additional costs incurred for the additional carrier. A deposit is required on all dome orders. No order is final until accepted by Luna Glamping Inc. Your order will not be accepted until you submit a signed and dated copy of these Terms and Conditions, your "Overhead Diagram," and a deposit equal to (a) for orders based on Luna Glamping Inc.'s standard product designs ("Standard Orders"), 50% of the total purchase price, or (b) for orders that require Luna Glamping Inc. to make alterations to its standard product designs ("Custom Orders"), the deposit must equal the total cost of materials at the time the order is placed, as determined by Luna Glamping Inc. The purchase price balance, whether for a full dome or for individual accessories, including any taxes, shipping, insurance, or other fees, must be paid in full prior to shipment. If you fail to pay the purchase price balance within 15 calendar days after notice that your order is ready for shipment, Luna Glamping Inc. may cancel your order and charge you a 30% restocking fee for individual items and Standard Orders. REFUNDS ARE NOT AVAILABLE ON CUSTOM ORDERS. Luna Glamping Inc. reserves the right to charge a 4% non-refundable handling fee for payments made by credit card.

Cancellations & Refunds

Luna Glamping Inc.'s products are built to order. You may cancel a Standard Order only by providing written notice before the product ships. Additionally, failure to pay the purchase price balance within 15 calendar days after notice that your order is ready for shipment may be deemed a cancellation of your order. If you cancel a Standard Order prior to shipment, you will be charged a restocking fee of 30% of your entire order, which will be deducted from your deposit. Luna Glamping Inc. will refund the remainder of your deposit within 90 days after cancellation. Although it is doubtful you will want to return your dome once you have received it, a refund on a Standard Order may be provided at the discretion of Luna Glamping Inc. The return shipping costs will be the responsibility of the purchaser and a 50% restocking fee will also be forfeited. Must unpack within 90 days of receiving product. REFUNDS ARE NOT AVAILABLE ON CUSTOM ORDERS AND CUSTOM ORDERS MAY NOT BE CANCELLED ONCE YOUR ORDER IS ACCEPTED BY LUNA GLAMPING INC.

Warranties & Exclusions

Luna Glamping offers a two year warranty on the integrity of our products. Specific exclusions apply.

- Your product must be unpacked within 90 days of receiving it. Submit a time stamped picture to

hello@lunaglamping.com of the unpackaged or erect unit.

- Wash the exterior of your unit quarterly with soap and water. Log this in a service booklet.
- If the framework is chipped or scratched and exposed to moisture it may rust. Rust is not covered by our warranty as

Official source: https://lunaglamping.com/shipping-returns/