

Things to keep in mind when ordering

Our Products

- All of our products are hand-made with care. We cannot produce in large quantities.
- Depending on the size, specifications, and quantity of your order, it may take up to several months to complete an order. Please be aware of this when submitting an order.

Regarding Dimensions

- We are happy to consult with you on the dimensions of your blinds before you submit your order. Once an order is submitted, you cannot make changes to the dimensions, so please make sure the dimensions are correct when you submit the order.

Shipping

- We only ship via FedEx or EMS. It is not possible to select another shipping option.
- Because our blinds are made with natural materials, we cannot ship to Australia and China due to quarantine regulations for plant matter. We are likewise unable to provide any quarantine-related paperwork or fumigation services. Thank you for understanding.

Returns and Exchanges

- Our products are hand-made with natural materials, so there are variations in color and texture.
- Once you have submitted an order, it cannot be canceled.
We also do not accept returns or exchanges.

Thank you for understanding.

Kubota Birendō