Terms & Conditions

Last updated: November 25, 2026

1. Welcome and scope

Welcome to Michelle's Room Finds LLC (MRF, we, us or our), a woman-owned lifestyle boutique, personal blog and online community. Founded by Chan, MRF brings together pet-friendly home ideas, pug life, beauty and home finds, travel, recipes, cleaning tips, original collections and honest recommendations. These terms govern www.michellesroomfinds.com, direct-store purchases, memberships, promotional programs and content. By using the applicable services or accepting these terms at checkout, you agree to the applicable terms. If you disagree, discontinue use of those services.

2. Eligibility and acceptable use

Customers must be of legal age to independently enter a purchase agreement; minors may purchase with the authorization and involvement of a parent or guardian. Provide accurate information. Do not engage in fraud, impersonation, harassment, unauthorized access, interference with website operations, manipulation of rewards or infringement of others' rights. We may restrict access for material violations, consistent with law.

3. Products and collections

We offer original branded collections, including My Pug Needs…™, signature candles, curated home décor, beauty, pet furniture and accessories, lifestyle products, limited quantities, customized items, preorders, made-to-order goods, third-party fulfilled merchandise and affiliate recommendations. Not every item is manufactured or personally tested by our founder. Colors, textures and dimensions may vary slightly. Some lifestyle images may be digitally enhanced or AI-generated for illustration; consult actual product photographs and specifications. Availability may change.

4. Pricing, orders and payment

Prices are in US dollars unless stated otherwise. Applicable taxes, shipping and disclosed fees appear at checkout. By submitting payment you confirm authorization to use the method and authorize MRF and its payment processors to charge the disclosed total. Orders are subject to payment authorization, availability and acceptance. We may correct errors and change future prices. If an order cannot be fulfilled or contains a material error, we will notify you and provide an appropriate resolution, including refund where applicable. Accepted prices are not retroactively changed.

5. Shipping and delivery

Processing varies by item, destination and fulfillment method. Orders may ship directly from MRF or from independent partners and may arrive separately. Delivery estimates are not guarantees unless expressly confirmed. Provide accurate shipping information and promptly report errors. Contact MRF for lost, damaged or undelivered orders purchased from our store. International duties and taxes may apply as disclosed or required by law. See our Shipping & Delivery Policy.

6. Preorders and made-to-order merchandise

Product listings provide estimated production and shipping timelines. Holidays, material availability and demand may affect processing. If we cannot ship within the stated timeframe (or the applicable legal

timeframe if none is stated), we will provide the required delay notice and opportunity to consent to a delay or cancel for a prompt refund, as required by law. Holiday delivery is not guaranteed unless expressly confirmed.

7. Returns, refunds, exchanges and cancellations

See our Return & Refund Policy and disclosed product-specific conditions. Contact hello@michellesroomfinds.com before returning any direct-store purchase, with order number, issue and photographs where appropriate. MRF reviews eligibility and provides authorized return instructions. MRF-shipped items may be returned to a designated MRF address; partner-fulfilled items may go to an authorized supplier or facility. Do not send merchandise to the original sender or business mailing address without instructions. MRF remains the customer service contact for direct purchases. Customized and made-to-order goods may be excluded from change-of-mind returns if disclosed before purchase. This does not remove rights regarding defective, damaged, incorrect or materially misrepresented goods. Return shipping responsibility depends on the reason, disclosed policy and law. Unauthorized returns may experience delays, without limiting statutory rights. External retailer purchases follow that retailer's policies.

8. Discounts and promotions

Offers may have minimum purchases, exclusions, expiration dates, eligibility, usage limits, inventory limits and stacking restrictions as disclosed. Rewards are not cash redeemable unless required by law. We may change future offers and address abuse.

9. Refer a Friend

Give $3. Get $10. Eligible referred friends receive $3 off their first eligible order, once per order on the lowest-priced eligible item. Referring members receive a $10 discount reward when a friend places a qualifying order. Redemption of the $10 reward requires a $40 minimum order subtotal and excludes subscriptions. Self-referrals, fraudulent transactions and duplicate-account abuse are prohibited. We may investigate misuse and modify future offers; earned rewards are handled under applicable program terms and law.

10. Membership and accounts

Members may access available account features, rewards and community content, including the Pug Squad Home Club where offered. Protect login credentials and notify us of unauthorized activity. Membership is not SMS consent. Manage communication preferences or contact us. Any paid membership price, renewal and cancellation terms will be disclosed before enrollment. Accounts may be restricted for material violations or unlawful activity.

11. Affiliate links and sponsored content

We may receive commissions, complimentary products or other compensation through affiliate links and brand partnerships. Qualifying purchases may earn us a commission at no additional cost to you. Material relationships will be disclosed in relevant content. Opinions are intended to reflect honest assessments. External retailers control their own pricing, fulfillment, returns and privacy practices. MRF is not the seller of purchases made directly with those retailers. This distinction does not apply to direct MRF purchases fulfilled by partners.

12. Pet products and safety

My Pug Needs…™ is inspired by pugs and made for suitable furry friends of various breeds. Select products based on measurements, temperament and needs. Follow sizing, fitting, care and safety instructions; supervise appropriately, inspect regularly and discontinue use if damaged or unsafe. Pet-parent decorative accessories are not pet toys. Wellness and rehabilitation content is informational, not veterinary advice. Nothing limits applicable product safety obligations.

13. Intellectual property, trademarks and brand protection

MRF retains applicable rights in its original branding, designs, photographs, videos, written content, graphics, artwork and marketing materials, including Michelle's Room Finds and MRF branding, My Pug Needs…™, signature pug logo, original product designs, labels, packaging, photographs and videos of our founder, pets and products, website and social content. Protection applies to the extent provided by law.

Except as otherwise permitted by law, prior written authorization is required to copy, reproduce, republish or commercially download protected content; use original photographs or videos to advertise or sell merchandise; reproduce, alter or incorporate logos or designs into other products; manufacture or sell counterfeit merchandise; remove ownership identifiers; falsely imply affiliation, sponsorship or endorsement; systematically scrape protected content for unauthorized commercial exploitation; or use protected content for commercial AI training or generation where such restrictions are enforceable.

Legitimate link sharing and authorized social sharing are welcome and do not transfer ownership. Third-party trademarks, supplier images and licensed materials remain the property of their respective rights holders. Their appearance does not grant permission to reuse them. MRF may investigate infringement and pursue available remedies, including takedown requests, cease-and-desist notices, injunctions, damages and legal expenses where available. Nothing restricts lawful fair use or other rights permitted by law. Permission requests: hello@michellesroomfinds.com.

14. Reviews and community participation

Honest reviews and respectful discussions are welcome. Do not submit fraudulent reviews, harassment, spam, unlawful content or material infringing others' rights. By submitting a review or comment you grant non-exclusive, royalty-free permission to display it with the relevant product or website feature; you retain ownership. Separate permission will be requested for customer photographs or testimonials in advertising. We may moderate violations, but do not prohibit honest reviews or legitimate complaints.

15. SMS marketing terms

If you separately opt in to the Michelle's Room Finds SMS Marketing Program, you agree to receive recurring automated marketing texts at the mobile number provided. Messages may include product launches, offers, seasonal promotions, referral rewards and boutique updates. Message frequency varies. Message and data rates may apply. Consent is not a condition of purchase or membership. Reply STOP to unsubscribe or use another reasonable method of withdrawing consent. A confirmation may follow. Reply HELP or email hello@michellesroomfinds.com for assistance. Carriers are not liable for delayed or undelivered messages. Mobile information will not be sold or shared with third parties or affiliates for their own marketing or promotional purposes. SMS opt-in data and consent will not be shared with third parties except with providers necessary to deliver and support the messaging service, or as required by law. See our Privacy Policy.

16. Privacy and data protection

Our Privacy Policy describes collection, use and protection of information. Authorized payment, website and fulfillment providers may process information necessary to provide services.

17. Website availability and general information

We make reasonable efforts to maintain accurate information and reliable services. Interruptions, errors and maintenance may occur. Our blog, recipes, pet care, travel, cleaning, home and product recommendations are for general informational and entertainment purposes; they are not professional veterinary, medical, legal, financial or certified pet safety advice. Results vary, and readers should consult qualified professionals as appropriate. See our Disclaimer for additional information. To the extent permitted by law, website and general information are provided as available. Applicable product warranties, safety obligations and mandatory consumer protections are preserved.

18. Liability and unlawful use

To the extent permitted by law, MRF is not responsible for indirect, incidental or consequential losses arising from website interruptions, unauthorized misuse or third-party services outside our reasonable control. Users may be responsible for reasonable losses and expenses arising from their unlawful use, fraud or infringement. Nothing excludes non-waivable liability or consumer rights.

19. Concerns, governing law and disputes

We encourage customers to contact us to seek a fair resolution. Georgia and applicable US law govern, subject to mandatory protections in the customer's jurisdiction. Where legally permitted, unresolved disputes may be brought before a competent court in Georgia. Nothing prevents lawful complaints, regulatory contact or other available remedies.

20. Changes

We may update these terms as our business or legal requirements change. The updated date will be revised and material changes communicated where required. Updates do not retroactively eliminate existing rights.

21. Severability

If a provision is invalid or unenforceable, remaining provisions continue to apply to the extent permitted by law.

22. Business contact

Use the contact information below for questions, orders, membership or marketing concerns.

Michelle's Room Finds LLC
P.O. Box 665, Douglasville, GA 30133, United States
hello@michellesroomfinds.com | www.michellesroomfinds.com
Mailing address for correspondence only; do not send merchandise without return instructions.

Three pugs, five cats, and one very opinionated human.

Made with love, real-life opinions, and probably some pug hair.