



## **SALES POLICY - PAYMENT, WARRANTY AND RETURN**

V07.04042024

### **PAYMENT**

- We accept ZELL

### **WARRANTY**

- We provide 12 (twelve) months warranty for all products.
- As soon you open the box and notice any problem, notify by email your sales representative.
- Please check the list and items before signing on packing slips when you pick up.
- Once the PS is signed showing that you received all items, and you are responsible for any missing items afterward.
- Claim for concealed damage must be reported along with pictures within 72 hours upon receiving time.
- For factory defects or missing parts, we need quality pictures before assembly.
- Provide the sales order number or invoice number, which cabinet SKU and what specific part is damaged.
  - A small scratch can potentially be fixed with a touch up kit. If you are unable to repair, then we can replace.
  - We do not replace the full cabinet. We only replace the damaged part, please be sure to provide complete information to expedite your claim process.

### **SPECIAL ORDERS AND ITEMS**

- Every item other than Shaker White Cabinets (regular Base and Wall), will be considered Special Order.
  - Items out of stock, special orders and accessories will be available to pick up or delivery up to 14 (fourteen) days after order confirmation, upon availability.
  - All special orders must be paid upfront and the payment itself does not reflect product availability or order confirmation.
- Pick up after 7 days of the scheduled pickup date, there will be a \$50 daily storage fee charged after.

### **RETURNS**

- Absolutely no returns on all assembled/installed and special-order cabinets.
- Absolutely no returns on Fillers, Moldings, Refrigerator panels, Shelf boards, Toe kicks and Back panels.
- We only issue store credit towards your account instead of monetary refunds.
- There will be a cancelation fee of \$50 on canceling orders and changing more than 5 items per order.
- We will charge 30% restocking fee for every return or refund.
- We will only accept returned items prior to 14 (fourteen) days after the delivery.
- We will not accept return of items that have been damaged, assembled or installed prior to the item's return.
- All returns must be on the original package.

### **DELIVERY**

- We prefer to have you picking up your items at our warehouse.
- We charge \$150,00 to deliver items in Orlando. Out of Orlando, please ask.
- We only deliver on Wednesdays and Fridays.