

## Returns/Credit Policy

Thank you for your recent purchase. This document contains best practices and guideline surrounding the receiving, inspection, acceptance, refusal and/or return of a shipment from Trade Fixtures. Please read it carefully and in its entirety.

### WHILE THE DRIVER IS STILL THERE

When receiving orders from Trade Fixtures, inspect all boxes/pallets for any visible signs of damage **while the delivery driver is still there**. If damaged, either refuse the delivery and have the product returned to us or, at the very least, write on the delivery receipt that some boxes appear to be damaged and describe the damage. **If you sign the delivery receipt without any notations you are indicating that everything has arrived in good condition making it extremely difficult if not impossible to successfully file a freight claim.**

Every order that leaves our warehouse will have a packing list included. The packing list will be attached to the front of one of your boxes. If the packing list is missing or you lose it, please contact us immediately to have a replacement faxed or mailed to you. Please open all boxes to confirm the contents match your packing list. If you encounter any errors, have missing parts or parts not ordered, please contact us at 800-872-3490 immediately. It is easier to have one person check your packing list while the other person verifies the contents.

### ITEMS DAMAGED IN SHIPPING:

Items damaged in shipping will be repaired or replaced at our discretion provided certain criteria are met. All damage claims or missing items must be reported within **one (1) day** of receipt of goods. You may call us at 800-872-3490 Monday through Friday from 8:00 to 5:00 (CST) to report damaged or missing items. We have a **ten (10) day** window from the time the product is received to process a claim for damaged or missing parts. After that time, the customer may be liable for any costs of the replacement parts and/or shipping charges. **PLEASE DO NOT DISCARD THE BOXES UNTIL YOU ARE SATISFIED THE SHIPMENT ARRIVED INTACT. HOLD ON TO ANY ITEMS THAT ARE DAMAGED SO THEY MAY BE INSPECTED.**

### DEFECTIVE OR INCORRECT ITEM RECEIVED:

In the event an item is received that is defective or if we have mistakenly shipped the wrong item notify us immediately. Defective items will be repaired or replaced at our discretion. We will arrange to have the defective or incorrect item picked up and returned to us.

### INCORRECT ITEM ORDERED:

Returned goods are subject to a 25% restock fee, plus all applicable shipping charges. To return an item call us at 800-872-3490. Returned items must be in the original box and in new / re-sellable condition. Used items are not returnable. Custom products are not returnable. The purchaser shall be responsible for all of Trade Fixtures' cost of collection including without limitation Trade Fixtures' reasonable expenses and attorney's fees.

