

RETURN POLICY

Request Return Authorization

- Coffee is a food grade item therefore Amenity Services cannot accept returned product.
- All return requests require written authorization within 10 business days of receiving goods.
Email: orders@amenityservices.com
- Items must be securely returned in original, unopened packaging for a refund, (minus the shipping cost and a restocking fee of 17%).

Report Shipping Discrepancy

Contact Amenity Services within 48-hours of receiving your order to file a shipping discrepancy report.

Provide photo documentation along with a discrepancy statement including the affected order details, PO or Invoice # and Item numbers for goods being returned.

Warranty Claims

Report your warranty claim to Amenity Services within the applicable warranty period for said return. If warranty coverage is confirmed, the replacement product will be shipped prepaid to the customer. Contact Amenity Services Customer Service between 7:00 AM-4:30 PM PST Monday through Friday at: orders@amenityservices.com 800-533-2619 ext: 1

Please note the following products are not returnable:

- Beverages
- Consumables
- Pet Beds
- Custom logo'd products