



RESTAURANT
FURNITURE PLUS

Important Steps To Make Your Delivery Go Smoothly

Someone must be on hand to inspect all merchandise. You may request a call before delivery, additional charges may apply.

IMPORTANT: INSPECT ALL ITEMS WHEN DELIVERED BEFORE SIGNING THE DELIVERY RECEIPT. YOU MAY MAKE THE DRIVER WAIT WHILE YOU DO SO. DAMAGE MUST BE REPORTED WITHIN 24 HOURS OF RECEIPT. WE CANNOT GUARANTEE COMPENSATION IF DAMAGE IS NOT REPORTED WITHIN THIS TIME FRAME

Your signature on the delivery receipt acknowledges receipt of the products in acceptable condition unless otherwise indicated. Standard delivery is to curbside. Any request for previously unpaid services made at the time of delivery will be the financial responsibility of the recipient.

In the event of damaged packaging or items, follow these instructions:

- Contact us right away at (844)480-0855.
- Take multiple pictures of any damaged packaging and/or items, including the pallet if it is damaged, and send them to sales@rfplus.com within one business day.
- Keep all original packing materials intact for inspection and potentially for return shipping of merchandise.
- Note details clearly on the delivery receipt before signing and notify the driver. Be specific. ie "Box #2 of 6: crushed and punctured cardboard containing scratched and dented chair"
- Keep your copy of the delivery receipt.

If these steps are not followed, we cannot guarantee any compensation for damages.

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Cancellations & Refunds:

In the unlikely event that your merchandise is not what you were expecting:

- All non-custom orders are subject to a 25-40% restocking fee depending on the supplier. Custom orders cannot be returned.
- Some suppliers have a no remorse return policy (they DO NOT accept returns). These include Aeon, New Pacific Direct (NPD), and EMU.
- You will be responsible for the return shipping charges.
- For returns, all merchandise MUST be sent back in the original packaging and in perfect resalable condition. You must notify us and send the items back to the supplier within 14 days of the item being delivered to you. Refunds will be issued pending inspection by the supplier.
- No item will be allowed to be returned after 14 days.

If you have any questions, please give us a call.

Thanks,

The Restaurant Furniture Plus Team

844-480-0855

Accompanying Email language:

Please review the attached instructions for receiving and inspecting your merchandise. If damage has occurred during shipping and these instructions are not followed, we cannot guarantee any compensation for damages. By receiving this notification and delivery policy attachment, you are agreeing to the policy and terms contained herein.