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## **DELIVERY POLICIES – EFFECTIVE AUGUST 15, 2019**

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### **RETURNED GOODS:**

No material will be accepted for return without prior authorization. Authorization to return goods (RMA) will only be provided for goods purchased within 30 days from James Martin. A valid purchase order issued within the last 30 days will be required as proof of purchase prior to authorization. Only material originally sold by James Martin that is in clean and resalable condition, including original packaging, shall be considered for return.

A restocking/handling charge of 25% of original invoice price will apply to all returns unless otherwise noted. Product must be picked up by the carrier within thirty (30) days following receipt of the RMA number. Return shipping fees will apply. If shipment has not been picked up by carrier within 30 days of issuance of RMA, the return will be voided.

Credit, less shipping fees, will be provided upon receipt and inspection of the returned goods confirming compliance with the above requirements.

**RMA email address: [customer@jamesmartinvanities.com](mailto:customer@jamesmartinvanities.com)**

### **SPECIAL ORDER MATERIALS:**

Orders for special non-stock items are non-cancelable and non-returnable.

### **CLAIMS / DAMAGES:**

It is the customer's responsibility to inspect incoming shipments for damage before signing receipt of shipment. If shipment is damaged, the bill of lading/delivery receipt **MUST** be signed as damaged, pictures **MUST** be taken, and both **MUST** be sent in an email to the RMA department. Shipment should be refused at time of delivery for obvious damage to packaging. If shipment is refused, a Customer Service Representative will confirm with the carrier that the shipment or item has been refused. Once refusal has been confirmed, James Martin will, in its sole discretion, either place an order for replacement or provide a credit.

If shipment is not refused at time of delivery, customer must report damage within 72 business hours to the RMA department and must provide the following:

- PO number of the Order
- Tracking number and Carrier Information
- Signed POD, notated of the damaged shipment.
- Model numbers and detailed description of the issues.
- Photos of all damages and include photos of the packaging of the damaged item. If possible, photographs of the pallet with the boxes still on the truck will limit the customer's liability.

## **TRUCK DELIVERIES / COMMON CARRIERS:**

Claims of errors, damages and/or shortages must be made within 72 hours after receipt of product. Any claims outside of 72 hours cannot be processed. If the bill of lading/delivery receipt is not marked as damaged at the time of delivery, the damage claim WILL BE DENIED. Noting "subject to inspection" on the bill of lading/delivery receipt is not acceptable and WILL NOT allow customer to file a claim later if damage is discovered upon opening of the packaging.

\*Please note the carrier driver can decide if customer must refuse the entire shipment or partial shipment.

## **SHORTAGES:**

If 1 or more boxes are missing, customer MUST make a note on the bill of lading/delivery receipt indicating the number of missing boxes. Failure to do so will indicate receipt of the full shipment and James Martin is unable to replace any missing items because a claim cannot be processed with the carrier. In the event there are items missing, contact [customercare@jamesmartinvanities.com](mailto:customercare@jamesmartinvanities.com). The carrier will be instructed to perform a dock search for the missing items, and if the items are not located within 72 hours, James Martin will provide, in its sole discretion, a replacement item or credit to customer's account.

## **CONCEALED DAMAGE:**

Claims of damages to product upon opening of packaging must be made within thirty (30) days after receipt of product. The following information must be sent to the RMA department with such 30 days or the claim will not be processed.

- PO number of the order
- Tracking number and carrier information
- Date of delivery
- Signed POD
- Model numbers and detailed description of the issues.
- Photos of all damages and include photos of the packaging of the damaged item.
- Pictures of packaging is also required to determine that it is concealed and not freight damage that could have been notated at time of delivery. If there is outer packaging damage, concealed damage claim WILL BE DENIED.

James Martin reserves the right to send a part and/or attempt to repair if possible. James Martin Vanities offers touch up kits, multiple parts and Furniture Medics in most instances.

**RMA email address: [customercare@jamesmartinvanities.com](mailto:customercare@jamesmartinvanities.com)**

*(The undersigned has read, understands and agrees to the policies stated above.)*

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Signature *(Please print and sign)*

Date