



## Policies/Shipping Information

### Privacy Policy

Your privacy is important to Adornus Cabinetry. We only use the information you provide us when placing an order only to complete that order. We do not share this information with outside parties except to the extent necessary to complete that order.

We use return email addresses to answer the email we receive and to communicate your order status and verified shipping costs. Your information is not shared with outside parties.

### Order Acceptance Policy

All orders are subject to acceptance by Adornus Cabinetry. Adornus Cabinetry reserves the right to cancel any order for any reason. Possible reasons for cancellation include, but are not limited to the following:

**Non-Payment:** If payment is not received within a reasonable amount of time after the order has been placed, we may cancel an order without notice.

**Incorrect pricing:** We reserve the right to remove any item from any order and provide a full refund to the customer for that item if it does not have the correct pricing.

### Shipping Time Policy

Our goal is to get your products shipped as soon as possible. All orders generally ship within 2 business days after purchase confirmation. It normally takes an additional 2-7 days to arrive depending on shipping destination.

Unexpected delays may occur due to a high volume of orders and circumstances beyond our control with Trucking Companies. Customers are encouraged to contact Adornus Cabinetry customer service when order(s) have not been delivered by the estimated delivery date.

## Receiving Procedure

### Order Acceptance

- Customer/Dealer must receive, inspect and sign for all deliveries.
- Customer/Dealer must check the number of packages received against the proof of delivery or bill of lading supplied by the driver. These documents reflect the number of packages/cartons/pallets, etc. being delivered, not the itemized list of products purchased.

### Freight Disclaimer

As a service to our customers, Adornus Cabinetry will schedule your product delivery with a common carrier through their relationship with multiple freight brokers. Adornus Cabinetry will include the freight charges on your merchandise order form; however, the freight broker will be accountable for any transit damages once the merchandise leaves Adornus' warehouses.

### Visible Package Damages

All visible package damages at the time of delivery must follow the procedure outlined below:

- With the driver present, take pictures of any visually damaged package(s).
- With the driver present, open the package(s) so you can document any damage to materials contained within. Photographs must be taken in order for Adornus Cabinetry to process a claim.
- If there is no damage to the contents, no further action is necessary.
- If there is damage to the contents:
  - IMMEDIATELY report all damages to the carrier in writing on the proof of delivery or bill of lading and refuse that particular box.
  - Within 24 hrs, all visible package damages must be reported to Adornus Cabinetry in writing via email with supporting photos attached.
- No claims will be accepted without the proper paperwork signed by the customer and the transportation company.
- Replacement of damaged items will be made as soon as possible based on product availability. Adornus Cabinetry cannot guarantee supply times for damaged items. Adornus Cabinetry will not be responsible for any project delays caused by damages.

## **Concealed Package Damages**

All concealed package damages must follow the procedure outlined below:

- Within 30 days of receipt of order, all concealed package damages must be reported to Adornus Cabinetry in writing via email with supporting photos attached.
- No claims will be accepted without a written email submission accompanied by photographs.
- Adornus Cabinetry will ONLY be liable for factory defects, per product warranty, and may require return of the product for inspection.
- Replacement of damaged items will be made as soon as possible based on product availability. Adornus Cabinetry cannot guarantee supply times for damaged items. Adornus Cabinetry will not be responsible for any project delays caused by damages.

## **Shortages**

All shipment shortages must follow the procedure outlined below:

- For shortages identified at the time of delivery, please note that the freight carrier acknowledges the receipt of shipments from our facilities IN FULL and GOOD CONDITION. Shipments are fully insured by the freight company and Adornus Cabinetry will not be liable for any freight shortages and/or damages.
- Your acceptance of the shipment from the carrier on the delivery receipt or bill of lading acknowledges that your order has been delivered IN FULL and in GOOD CONDITION.
- Check order against bill of lading. The number of packages received needs to be checked against the proof of delivery or bill of lading supplied by the driver. These documents reflect the number of packages/cartons/pallets, etc. being delivered, not the itemized list of products purchased.
- All shortages must be reported to Adornus Cabinetry in writing.
- No claims will be accepted without the proper paperwork signed by the customer and the transportation company.
- Replacement of shortages will be made as soon as possible based on product availability. Adornus Cabinetry cannot guarantee supply times for shortages. Adornus Cabinetry will not be responsible for any project delays caused by shortages.

## **Return Policy**

All returns must follow the procedure outlined below:

- Requests for returns should be reported to Adornus Cabinetry in writing.
- No returns will be accepted unless a claims specialist/ customer service has provided a Return Goods Authorization (RGA).
- Cabinets will only be accepted in good condition AND original packaging.
- Assembled and/or disassembled cabinets are not accepted for returns.
- All returned items are subject to a 15% processing fee.
- Once an item has been received by Adornus Cabinetry, inspected, and found in good condition, a refund will be issued to the customer, less the above costs, to the original card holder's account.
- Refunds will not include shipping and handling fees from the original order.
- The customer is responsible for all return shipping costs as well as any damage to our product.

## **Order Change and Cancellation Policy**

Orders processing begins immediately upon receipt. We cannot accept order changes or cancellations after order acceptance email is received. It is extremely important that you ensure your order is correct before placing it.