

## Returned Goods Policy:

All requests for return must be made **within 30 days of item receipt** – meaning within 30 days of the item first being in possession of the customer (date of delivery or will-call pickup). All returns must be sent to 7040 N. Lawndale Ave., Lincolnwood, IL 60712 unless otherwise indicated by Brown Wood.

You must indicate the reason for return at the time of your request. Return reasons fall into two categories: Customer Responsible and Manufacturer Responsible.

## Customer-Responsible Returns:

Returns where the customer is the responsible party will incur a 15% restocking fee (based on the cost of the product, not including shipping and handling) and the customer will be responsible for organizing/paying for return shipping. The restocking fee may be waived if a replacement order is made at the time of return request. The initial cost of shipping the item to the customer will not be refunded. These returns may be initiated for the following reasons:

- Product no longer needed
- Ordered too much/few of product
- Ordered incorrect product
- Buyer's remorse
- Purchase made accidentally

## Manufacturer-Responsible Returns:

Returns where the manufacturer is the responsible party will not have a restocking fee and the manufacturer will be responsible for organizing/paying for return shipping. The cost of initial shipping and handling will be refunded as well. Returns of this nature will require photographic verification provided by the customer. These returns may be initiated for the following reasons:

- Incorrect product sent
- Inaccurate description
- Product is defective/out of spec
- Too many/few products sent
- Sent to wrong location

## In all cases of return requests, each of the following conditions will apply:

- The customer **must first** inform the manufacturer of the return request (regardless of which party is responsible) before initiating any step of the return process. **NOTE:** *product returned without prior approval will not be honored.*
- The product must be eligible for return (see return eligibility below).
- The customer must provide a return reason.
- The customer must receive an RMA number once the return request is approved; the return procedure cannot continue until the manufacturer has provided an RMA number to the customer.
- The product(s) must be packaged, sealed and secured in a reasonable manner in order to assure the product is not damaged in transit.
- The RMA number or the original invoice number must be referenced in the form of a packing slip or writing on the outside of the package.
- The returned product must arrive in good condition to the manufacturer's warehouse (7040 N. Lawndale Ave, Lincolnwood, IL 60712) within 14 days of RMA approval.
- The product must be in the same condition it was verified to be in at the time the refund request was initiated.

If all the specified conditions are met, the customer will receive their refund within 5-7 business days of manufacturer's product receipt.

## Return Eligibility:

Certain items are **not returnable**. Ineligible items include:

- Cut-to-size materials (decorative grille, mesh, rattan, leather and resin) that have been cut-to-size by the manufacturer upon customer request.
- Mouldings, tambour and any other 96" pieces that have been cut to reduce shipping charges by the manufacturer upon customer request.
- Stock columns, feet or legs that have been custom-serviced (notched, split, cut, bolted, routed, bored, etc.) by the manufacturer upon customer request.
- Any products considered to be custom in size, design, length, species, etc. (items of this type are specified at the time of quoting/order).
- Any separately purchased products containing a color, grain, finish or texture inconsistency (products coming from separate production runs that may vary in appearance).
- Any products included in a Large-Order Agreement run.
- Products that have been painted, cut, scratched, dented, chipped, installed, sanded, finished, glued, taped, drilled or altered in any way from its original condition or form. NOTE: always confirm and inspect the items you receive prior to performing any form of installation or modification. This automatically cancels return eligibility.
- Products that have been damaged due to customer influence or any actions outside of the manufacturer's own.
- Product that was received by the customer more than 30 days prior to attempted return request.

## Exceptions apply in the following scenarios (if return is requested within 30 days):

- Cut-to-size materials cut by the manufacturer per customer request that are not to the customer's requested sizes.
- Products that are not within spec, of inadequate quality, missing parts, are the wrong item (in species, finish, size, design, profile, etc.) – regardless of any manufacturer-performed custom cuts, production or service.
- Custom products that do not match quoted specifications or quality.

## Items Damaged/Lost in Shipping:

Once product is turned over from us to a carrier, our accountability ceases. Prior to this, we take every action necessary to assure product is packaged securely and packaging integrity is of the highest standard.

Our carriers are nearly always able to successfully deliver products we send to customers without any issues related to damage or misplacement. However, exceptions to this do occur and we recommend customers follow the procedures below:

- Insist that any visible damage to packaging be indicated on all copies of the freight bill for LTL shipments or signed on UPS/FedEx receipts.
- Always carefully open received packages within 14 days of receipt.
- Always thoroughly inspect received product, regardless of packaging condition, for damage of any kind.
- Always account for all quantities and components included with received product.
- Bring received shipments into safe, cool and temperate spaces as soon as possible.

If you have questions about items lost or damaged in shipping, please reach out to 800-328-5858 or email us at [orders@brownwoodinc.com](mailto:orders@brownwoodinc.com).