

AWC Return and Damage Policy

Mandatory Receiving Requirements for LTL or UPS Deliveries

Step 1: Check skid and loose piece count on Bill of Lading (BOL)/Delivery Receipt (DR), and match it to the actual number of skids and loose pieces on the pallet.

Step 2: Visually check pallet for damage. IMPORTANT: If the boxes appear to be damaged, take close-up and wide-angle photographs of the damage.

Step 3: Check packing slip (located on shrink-wrap of pallet) against the actual items on the pallet. Item numbers are located on the outside of each box.

Step 4: Make appropriate notes on the BOL/DR. If something appears to be missing:

*Make a note on all copies of the BOL/DR that lists the items that are missing.

*If there appears to be damage to the product or the boxes, make a note on all copies of the BOL/DR that states: Box Damage/Product Damage.

Step 5: Sign the Bill of Lading (BOL)/Delivery Receipt (DR). Keep one copy and save it for future reference, if needed.

*Pictures of any damaged product and packaging are required. Please contact AWC to start claim process.

Please submit with claim form to awc@allwoodcabinets.com In case of items that need to be returned, please see the Returned Goods Policy. In case of missing or damaged parts, please see Concealed Missing, Damaged or Defective Parts Policy.

Step 1: It is the responsibility of the customer to inspect all product(s) to verify all items are present and free of visible damage prior to unloading vehicles of unassembled and assembled products.

Step 2: Visually check product for damage. IMPORTANT: If the boxes appear to be damaged, make a note on receipt and take photos.

Step 3: Check pick-up list against the actual items and quantity while unloading from truck.

Step 4: Customers are responsible for unloading.

Step 5: If something is incorrect or missing, mark on receipt.

***ONCE THE RECEIPT (BOL) IS SIGNED, NO CLAIM CAN BE MADE FOR DAMAGE OR MISSING UNASSEMBLED OR ASSEMBLED CABINETS UNLESS NOTED ON BOL.**

***ASSEMBLED CABINETS CANNOT BE RETURNED UNDER ANY CIRCUMSTANCE. ANY CONCEALED DAMAGE ON ASSEMBLED CABINETS MUST**

Concealed Missing, Damaged or Defective Parts Policy:

Any damaged, missing or defective parts require the following to be resolved.

Please note that items damaged due to shipping and/or incorrect or missing items can only be claimed from 72 hours to 7 days depending on cabinet supplier after delivery date. (each manufacture has different policies)

Missing items must be noted upon delivery on driver's delivery slip(s). This includes and is not limited to shipping damages, dents, or scratches. AWC reserves the right to replace solely the damaged part on both RTA or assembled cabinets, not the cabinet in its entirety. Replacement items ship via LTL or ground carrier. Expedited replacement items or shipping arrangements cannot be accommodated.

All damaged items must be submitted at one time. Otherwise, additional charges may occur. Some replacement parts are subject to availability, and may differ from those originally supplied. Replacements parts can only be shipped within 48 contiguous US states, otherwise customer is responsible for shipping arrangements.

Check to make sure all parts are present and free of damage as it is taken out of the carton.

Any missing or damaged parts must be photographed, take close-up and wide-angle photographs of the damage at this time before assembly. Send claim form with detailed description, sales order # and photos to awc@allwoodcabinets.com for damage to cabinets the damaged piece is replaced. No parts will be replaced at no charge without sales order # and photos or after cabinet is assembled.

AWC cannot be held responsible for any cost including labor accrued during the installation of any of its products sold via any channels of distribution. This includes, but is not limited to, items that may be flawed or have been damaged in transit.

DISCLAIMERS:

Warranties are the responsibly of the manufacture. Each manufacture has their own warranty coverage. For more information, please contact us.

Defects do not include items beyond reasonable control, including but not limited to, the following:
Wood and Color Variations. Natural variations in the color, textures and grain of the wood used to manufacture cabinets or changes in the color of the wood caused by the natural aging process of the wood material is not considered defective.