



RETURN & EXCHANGE

POLICY AND PROCEDURES

WE DO NOT ACCEPT ANY RETURNS AFTER 45 DAYS FROM INVOICE DATE.

All return requests will begin the reviewing process once a completed **Warranty Claim Form** or applicable Refund/Return Authorization Form has been received by your sales representative and then approved by our Warranty Manager at warranty@highlandcabinetryco.com. If you are not satisfied with your purchase, you may be able to return it to our warehouse. It is the responsibility of the account holder to review and approve the contents of each invoice for accuracy at the time of purchase AND pick up/delivery. Should Highland Cabinetry Colorado approve of an item return, a 25% restocking fee will be applied. Some restrictions may apply (HCC mistakenly adds an unapproved line item OR a wrong color or damaged cabinet is given). To be eligible for a return, a Refund/Return Authorization Form must be initiated within two (2) business days of receiving your partial or complete order. All cabinets and accessories must be in the same condition that you received them, in the original packaging and you will need to provide the receipt or sales order for proof of purchase. **Absolutely NO Returns will be accepted on customer assembled items or items ordered erroneously by the account holder.** Assembled items delivered incorrectly qualify for an exchange and should be processed through warranty@highlandcabinetryco.com. Special order cabinets, accessories, or item that have been modified by Highland Cabinetry, are not eligible for return.

For Delivery and Freight: A representative of the company purchasing must be present at the time of delivery to sign for the delivery. Contact information **MUST** be provided to your rep for all Delivery and Freight orders. If no one is available to accept the delivery, we will keep the order and bring back to the warehouse for storage and rescheduling. Customer will be subject to an additional delivery fee should this occur. Storage fees may also apply. Any damaged or missing items **MUST** be reported Immediately. **A Warranty Claim Form must be initiated within 2 business days of receiving your partial or complete order.** We do not accept any returns after 45 days from invoice date.

ALL RETURNS WILL BE SUBJECT TO REVIEW, INSPECTION, AND AUTHORIZATION BY HIGHLAND CABINETRY. Please look over the estimate very carefully and let your sales representative know if any changes need to be made PRIOR to placing the order. It is the responsibility of the client to ENSURE that everything is correct on the ticket BEFORE submitting the order. By acknowledging this policy and giving consent to convert an order to an invoice, you are acknowledging that you are responsible for the contents of the invoice.

Once your return has been approved, your sales representative will contact you to confirm your return has been accepted. Refunds will be processed to the card that was originally charged. You will need to bring your return items to our location before the refunds or any replacements will be issued. If you choose the refund option, once we receive your items, we will inspect them before accepting them back into our warehouse.

If you opt to have the full amount refunded directly to the card originally charged, it may take 7-14 days for the refund to reflect through your bank. If you choose to replace, we will create a chargeable replacement order for you first, and we will reimburse you the amount of the original order when we receive your return items. Return freight must be arranged by your own freight carrier. You will be responsible for paying your own shipping costs for returning your items. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Contact us at 303-576-6677 or sales@highlandcabinetryco.com if you have any questions on how to return your item to us. Customer satisfaction is our number one priority. Please let us know how we are doing and how we can improve our services.