



## RETURNS, DAMAGES & CLAIMS POLICY

### Freight Routing

#### Third Party:

Third party or collect shipments are FOB New Albany, MS with the title passing to the customer as soon as the product is passed to the carrier or leaves Master-Bilt's shipping dock.

#### Prepaid:

All prepaid and bill shipments are FOB New Albany, MS with title passing to the customer as soon as the product is passed to the carrier or leaves Master-Bilt's shipping dock. Master-Bilt will select the freight carrier utilizing as direct as possible to the destination, minimizing bulk break distribution terminals and interline carriers. Only Master-Bilt preferred carriers will be used.

### Order Inspection & Verification

Each shipment has a bill of lading and a packing list. The bill of lading identifies the total number of cartons or pieces and the packing list identifies the individual items shipped. Before signing the delivery receipt, it is the customer's or their authorized representative's responsibility to inspect the delivery for correct item count and condition.

Look for the following...

- Torn or punctured cardboard or stretch wrap
- Broken or crushed corners
- Broken pallets or crating
- Panel stacks that shifted on the pallet
- Verify that the packing slip matches the items received in the shipment.

If there appears to be excessive visible damage which would be deemed non-repairable or you feel there may be concealed damage, then the shipment should be refused. You should note on the delivery receipt "refused due to damage."

### Reporting Order Issues

#### 1. For Shipping Damage:

If the shipment is a third party arranged freight shipment the customer must file a claim form with their shipping carrier.

All FOB origin freight claims are the responsibility of the consignee. Freight damage claims must be filed within 48 hours of receipt and if a return is needed, use the damage and return material authorization (RMA) claim form located online at [www.master-bilt.com](http://www.master-bilt.com).



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Before filing a freight damages claim, you must collect the following:

- Pictures of the damaged packaging and product
- Serial numbers for damaged product
- A copy of the delivery receipt and bill of lading
- A copy of the packing slip and invoice

### Visible Damage

If there is visible damage to your shipment, after inspecting the order, immediately write a description of the discrepancy on the delivery receipt and do not accept delivery if not signed by the driver.

Note:

- If damage is not recorded and signed for by the driver, the carrier will not honor the damage claim.
- Please also indicate on the delivery receipt if the driver was unable or unwilling to wait to allow an inspection of the items within the shipment.

### Concealed Damage

If the damage is concealed, notify the carrier within 48 hours of delivery and retain all exterior packaging and product for inspection. Request the carrier to have their agent complete an inspection report. It is important that you follow the instructions above.

Feel free to contact our customer service department with any questions about how to file this claim.

Note: Filling out an RMA form is only required if a replacement order is needed (see below for details). Once the claim is filed, please wait to be contacted by the shipping carrier or Master-Bilt's RMA department for the damage inspection.

Note: For a successful inspection, all original packaging and damaged product must be maintained until the claim has been settled.

## 2. For Overage, Shortage or Missing Items:

**After inspecting the order, immediately write a description of the item count discrepancy on the delivery receipt and ensure it is signed by the driver.**

Note: Unshipped items will not appear on the packing list and will automatically be shipped to the address on the order as soon as product becomes available. It is not necessary to submit an RMA claim for these items.

For any overage, shortage, or missing item issues please file an RMA claim online at [www.master-bilt.com](http://www.master-bilt.com) using the damage & RMA form within seven (7) days of receipt. After reviewing the submitted form, one of our sales specialists will contact to assist with the order issue.



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### Replacement Orders

While submitting a damage & RMA form, please indicate the need for a replacement order.

Note: The form must be signed and you agree to pay for the replacement order before we send out replacement product.

### Returning Product

No returns will be accepted without prior written approval. A return authorization number must be issued prior to any product being returned to Master-Bilt. Stocked cabinets may be returned within 90 days of invoice for credit if unopened and undamaged. An RMA claim request form should be completed to begin the process and receive your authorization. After filling out a damage & return claim form, our sales specialists will reach out to assist with the return of any undesired product.

Note: Certain items are non-returnable, including:

- Custom ordered items that are non-stocking items
- Walk-Ins
- Non stocking items that are drop shipped directly from the manufacturer
- Final sale items that are closeout, discontinued, or obsolete

Master-Bilt reserves the right to return any product unrepaired, without notification, should the customer ship the product(s) to Master-Bilt without the original parts installed or sold by the manufacturer or if the product is received with non-Master-Bilt supplied components or parts.

**Please do not return any product without prior written authorization provided by the RMA department.**

The RMA number provided by our team must be included and visible on the return shipment to receive credit.

Note: We will only pay for return shipping if the order issue was due to an error on the part of Master-Bilt. Once we have received and inspected the return, we will credit the customer's account for the original purchase price minus restocking fees (if applicable). Any damage in transit will be deducted from credit.

If the return is not due to our error, a flat 25% restocking fee will be charged.

**Note: Credit will not be issued for returned product that is not received in resalable condition.**