

Product Return, Order Cancellation, and Shipment Damage Policy

Product Return Policy

Palmer Hamilton LLC is dedicated to delivering high-quality products and ensuring customer satisfaction. In cases where a return is necessary, the following terms apply:

- **Eligible Returns**
 - Only standard, non-custom, and non-upholstered Palmer Hamilton products are eligible for return.
- **Non-returnable items include:**
 - Upholstered furniture
 - Custom or made-to-order products
 - Items with special materials, finishes, colors, or dimensions outside the standard offering
- **Condition Requirements**

Returned products must meet the following criteria:

 - New, unused, and in resealable condition
 - Free of scratches, dents, damage, or alterations
 - Include all original components, packaging, and documentation
- **Authorization Process**
 - All returns must be authorized in advance by Palmer Hamilton LLC.
 - Customers must contact Customer Service at **800-788-1028** within **30 calendar days** of product delivery to initiate a return.
 - A Return Authorization Number (RA#) will be issued and must be clearly indicated on all return shipping labels and documentation.
 - Unauthorized returns or returns without an RA# will be refused.
- **Fees and Shipping Costs**
 - A 25% restocking fee applies to all approved returns of standard products.
 - Customers are responsible for return shipping costs.
 - All returns must be prepaid. Collected shipments will not be accepted.
- **Inspection and Credit**
 - Returned items will be inspected within 5 business days of receipt at Palmer Hamilton's facility.
 - Credit will be issued only if the product meets all return requirements.
 - If the return is not approved, no credit will be issued, and the customer will be notified.

Order Cancellation Policy

Due to the made-to-order nature of most products, Palmer Hamilton enforces the following cancellation terms:

- **Standard Product Orders**
 - Cancellations are allowed within 14 days of the order acknowledgment date without penalty.
 - Cancellations after 14 days are subject to a 50% cancellation fee based on the order total.
- **Custom Product Orders**
 - Custom product orders (including special colors, designs, materials, or dimensions) are non-cancelable and non-refundable once acknowledged and in production.
 - No exceptions will be made once manufacturing begins.

Shipment Damage Policy

Palmer Hamilton follows strict protocols for handling shipping damage claims. Customers are responsible for thoroughly inspecting all deliveries.

- **Upon Delivery**
 - Inspect all items immediately upon receipt and before signing the delivery receipt.
 - Any visible damage or shortage must be documented on the Bill of Lading or delivery receipt and acknowledged by the carrier.
- **Concealed Damage**

For hidden damage not evident at the time of delivery:

 - Inspect the shipment within **15 days** of receipt.
 - Notify both Palmer Hamilton and the carrier within this timeframe.
 - Provide written documentation and photographic evidence of the damage.
- **Damage Claims**
 - Palmer Hamilton will assist customers with filing claims with the carrier.
 - Palmer Hamilton is not liable for damages that:
 - Were not noted at the time of delivery
 - Are reported after the 15-day window
 - Result from improper carrier handling

Contact Information

For assistance with returns, cancellations, or shipment issues, please contact:

Palmer Hamilton LLC

Customer Service Department

Phone: 800-788-1028