

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 returns of standard products upon receipt and approval of product inspection.
 - 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**
 - Full order cancellations are allowed within 10 working days of order acknowledgment without penalty. Cancellations after 10 days are subject to a 25% cancellation fee based on the order total.
 - For any individual product item or items on an order, any modification or cancellation after 10 working days of order entry of a complete and finalized purchase order will be subject to 25% re-stocking fee
- **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 maintains strict protocols for handling shipping damage claims. Consignees are responsible for thoroughly inspecting all deliveries and for following the procedures outlined below.

- **Upon Delivery**

- The consignee must inspect all items immediately upon receipt and before signing the delivery receipt.
- Damage to unpalletized, uncrated, or unboxed items must be noted at the time of delivery; such damage may not be considered concealed.
- For palletized, crated, or boxed items, note any damage to packaging and inspect contents for signs of damage.
- Any visible damage or shortages must be documented on the Bill of Lading or delivery receipt and acknowledged by the carrier.
- A signed bill of lading must be provided to Palmer Hamilton.
- Clear photographs of each damaged item must be taken and submitted along with the bill of lading to support the damage claim and expedite resolution.

- **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 in writing within this timeframe.
- Provide written documentation and photographic evidence of the damage.

- **Consignee Managed Deliveries**

- Palmer Hamilton is not liable for any damage that occurred during shipping or handling of shipments and deliveries arranged or managed by the consignee.
- Palmer Hamilton is not responsible for damage resulting from consignee handling after delivery, including improper assembly, installation, or use.
- Palmer Hamilton will, however, assist consignee with filing claims with the carrier.

Palmer Hamilton will provide reasonable support to the consignee but cannot accept responsibility for damages that are not promptly or properly noted or reported in accordance with this policy.

Contact Information

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

Palmer Hamilton LLC

Customer Service Department

Phone: 800-788-1028