



## RETURNS, DAMAGES & CLAIMS POLICY

Though we work to ensure that each and every order is checked for accuracy, correctly packaged, and properly shipped, issues with shipments do arise occasionally. There are several steps you can take in order to limit the occurrence of errors and catch those that do occur.

### Freight Routing

#### **Third Party:**

Third party or collect shipments are FOB New Albany, MS with the title (ownership) passing to the customer when signed for by the trucking company.

#### **Prepaid:**

All prepaid and bill shipments are FOB New Albany, MS. 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 carrier 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 for a delivery, it is the customer'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 the Driver will wait, we also recommend opening the shipment and inspecting items. Note any discrepancies in item count and any item damage on delivery receipt and inform the driver.

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

The process for reporting order discrepancies varies based on the issue. By following the steps laid out below, the customer can ensure that claims are processed in the most efficient manner possible.



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### Reporting Order Issues

#### 1. For Shipping Damage:

After inspecting the order, immediately write a description of the discrepancy on the delivery receipt and inform the driver.

Note:

- If damage is not recorded and brought to the driver's attention, the carrier will not honor any 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

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

Please file an RMA claim online at [www.master-bilt.com](http://www.master-bilt.com) using the **damage & return claim form** within 48 hours of delivery.

- If this was a freight shipment (e.g., Averitt)...
- Please file a claim form with the shipping carrier.

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

Note: Filling out a 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 inform 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 & return claim form within two 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 & return claim form, please indicate the need for a replacement order.

Note: The form must be signed and is your agreement to pay for the replacement order before sending out replacement product.

### Returning Product

No returns will be accepted without prior 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. A RMA claim request form should be completed in order 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.