

## Ordering

### What forms of payment do you accept?

We accept all major credit cards (Visa, American Express, MasterCard, and Discover), debit card & PayPal.

### How can I check the status of my order?

You can view the progress of your orders by logging onto your account and selecting 'My Order' under the 'My Account' dropdown menu. The order status will be displayed next to your order as well as any tracking information if the order has shipped.

### Do you offer credit terms?

We currently do not offer any sort of credit terms to our customers. All orders must be paid in full prior to processing and shipping any orders.

### What is your return policy?

We do accept returns in certain circumstances. Please see the 'Return Merchandise Authorizations (RMA)' section of our Terms & Conditions for details.

## Delivery

### How do you ship your cabinetry?

Most orders will be shipped on a pallet via an LTL (Less than Truckload) carrier. Some smaller items may ship through a small parcel carrier.

### How long will it take to receive my cabinets?

#### Flatpack Orders

- Flatpack orders are processed and shipped out of our facilities within 7 full business days depending on the service chosen during checkout. Transit time to your location can vary from 1-6 business days depending on your location and the services required at delivery. (Backorders are exempt from normal lead times.)

#### Assembled Orders

- Standard assembled orders are processed and shipped within 10 full business days. Transit time to your location can vary from 1-6 business days depending on your location and the services required at delivery. (Backorders and modification orders are exempt from normal lead times.)

### What if my delivery includes damaged cabinets?

If your order is received damaged, please notate any damages with the freight company on the delivery receipt when accepting the delivery and take photos of the damaged items. Most importantly, do not refuse the shipment. Submit a claim online with the photos of the damages or send them immediately to [support@uscabinetdepot.com](mailto:support@uscabinetdepot.com). US Cabinet Depot will review and replace damaged pieces in a timely manner.