

## Pick Up Orders

- Orders **MUST** be picked up within **5 business days** of receiving the ready for pickup notification.
- Orders not picked up within 5 business days are subject to a storage fee of \$25 per pallet per day.
- Orders not picked up within the allotted 10 business days will be **returned to stock, incurring the storage fee and a 10% restocking fee that will be deducted from the total refund** of the order.

## Replacements for Missing or Damaged Items (Including Concealed Damage)

- US Cabinet Depot has final determination of resolution for any manufacturer warranty claims submitted. Solutions should be discussed with US Cabinet Depot prior to being promised to the end customer.
- Blemishes or other damages not impacting the structural integrity of a cabinet will not warrant a full cabinet replacement. US Cabinet Depot reserves the right to provide alternative products or components as solutions.
- Freight claims for obvious damage or shortage can only be accepted **when indicated on the bill of lading**.
- Freight damage claims must be filed within 5 business days. No claims will be allowed without the proper paperwork noting the damage at the time of delivery.
- To file a claim for a damage or a shortage, please log into our website and use our damage claim module.
- The following must be included to process the claim:
  - Order number
  - Buyer's name
  - Shipping address for replacements
  - Brief description of damage or shortage, including item numbers and/or parts
  - PICTURES of the damage are required
- Upon receipt of the damage claim, we will review the request within 48 business hours. Replacements will then be shipped out within 24-48 hours.
- Expedited shipping service is **NOT** available for replacements and/or parts.
- All damages must be documented and reported upon opening the boxes.
  - Missing items must be reported within **two weeks** from delivery.
  - Concealed damages must be reported within **one month** from delivery.
- Items that have been assembled and installed **cannot** be claimed as damaged.
- **US Cabinet Depot cannot be held responsible for any labor costs accrued during the installation of any of its products sold via any of its channels of distribution. This includes, but is not limited to, items that may be flawed or have become damaged in transit.**