**Upon Pick up of your Purchase Order from CASA Cabinets, Inc., please check that each item listed on our packing slip matches your original Purchase Order. Check off and examine each item/box on the packing list to confirm receipt. Sign packing list acknowledging that all merchandise being accepted is correct and has no indication of damage. No Returns and No Refunds. Exchanges only.**

**Exchanges: (excluding Plymouth White)**

**If you want to exchange undamaged and unopened merchandise that you ordered**, you must do so **within 14 days of its receipt.**  Contact us at least one hour prior to return of merchandise to our warehouse.  The product must still be in its original, unopened package so we can resell it as new merchandise. You will have to pay a restocking fee.  When merchandise is received at our warehouse, it will need to be inspected and approved by warehouse staff. Once approved, you will be issued a credit for the merchandise less a 15% restocking / handling fee ($5 min.).

We're sorry but we can **NOT** accept exchanges or issue a credit for the following items:

* Accessories (Fillers, Moldings and/or merchandise without packaging)
* Assembled Merchandise
* Merchandise without its original packaging
* Closeout Merchandise (All sales on are final.)

*Keep in mind that our liability for any damage ends once the package is picked up and packing list is signed-- the customer is liable for from that point forward.*

Note any apparent damage upon pick up, before signing the packing list.  All claims for originally unnoted damage should be made within 14 days of the package's receipt by contacting CASA Cabinets, Inc. directly. Our warehouse staff strives to inspect each box before it leaves our facility in the hopes that damaged goods will not be sold.

**Plymouth White- Exchange Policy Addendum**

**Unopened Box- If you want to exchange undamaged and unopened merchandise that you ordered**, you must do so **within 3 days of its receipt.**  Contact us at least one hour prior to return of merchandise to our warehouse.  The product must still be in its original, unopened package so we can resell it as new merchandise. You will have to pay a restocking fee.  When merchandise is received at our warehouse, it will need to be inspected and approved by warehouse staff. Once approved, you will be issued a credit for the merchandise less a 15% restocking / handling fee ($5 min.).

We're sorry but we can **NOT** accept exchanges or issue a credit for the following items:

* Accessories (Fillers, Moldings and/or merchandise without packaging)
* Assembled Merchandise
* Merchandise without its original packaging
* Closeout Merchandise (All sales on are final.)

*Keep in mind that our liability for any damage ends once the package is picked up and packing list is signed-- the customer is liable for from that point forward.*

Note any apparent damage upon pick up, before signing the packing list.  All claims for originally unnoted damage should be made within 3 days of the package's receipt by contacting CASA Cabinets, Inc. directly. Our warehouse staff strives to inspect each box before it leaves our facility in the hopes that damaged goods will not be sold. It will be at the discretion of CASA Cabinets, Inc and its employees to classify or determine manufacturer defects.

**Opened Box- Manufacturer Defect Exchange ONLY within 3 days of purchase.**

CASA Cabinets, Inc. does not provide product warranties.  For all products with manufacturer defects, contact us directly, prior to assembly of merchandise.  If for any reason, the damage is a manufacturer defect, we will gladly replace the merchandise at no cost.

Note any apparent damage upon pick up, before signing the packing list.  All claims for originally unnoted damage should be made within 3 days of the package's receipt by contacting CASA Cabinets, Inc. directly. Our warehouse staff strives to inspect each box before it leaves our facility in the hopes that damaged goods will not be sold. It will be at the discretion of CASA Cabinets, Inc and its employees to classify or determine manufacturer defects.

This policy is strictly followed with no exceptions.

**Damaged Goods:**

*Keep in mind that our liability for any damage ends once the package is picked up and packing list is signed-- the customer is liable for from that point forward.*

Note any apparent damage upon pick up, before signing the packing list.  All claims for originally unnoted damage should be made within 14 days of the package's receipt by contacting CASA Cabinets, Inc. directly. Our warehouse staff strives to inspect each box before it leaves our facility in the hopes that damaged goods will not be sold.

**Defective Goods:**

CASA Cabinets, Inc. does not provide product warranties.  For all products with manufacturer defects, contact us directly, prior to assembly of merchandise.  If for any reason, the damage is a manufacturer defect, we will gladly replace the merchandise at no cost.

Legal Disclaimer: Customer is responsible for the cost and arrangement of return shipment or transport. Customer understands that wood is a product of nature and variations in the cabinet’s hue, color and grain along with the existence of indentures, dings and knots should be expected. Casa Cabinets, Inc. is not responsible for installation, measurements, graphs, drawings and/or blueprints. Customer agrees to settle any dispute arising from this agreement by means of binding arbitration in the State of California through the American Arbitration Association services. All fees pertaining to the arbitration, including filing fees, final fees, and dispute resolution fees, are to be paid by the customer. Customer agrees to pay customer’s attorney fees. It is also agreed that no damages will exceed $10,000 between customer and Casa Cabinets, Inc. arising from any transactions.

**The Person or Persons picking up the WILL CALL items will be considered a representative of the Buyer or Buyers Company. His/Her signature on the packing list will be legally binding.**