

# **J&K CABINETRY Return Policies:**

## **Not What You Ordered:**

It is important that you check your order before opening the boxes. The size and style is located on the sides of the boxes. If you happen to receive the wrong size or style kitchen cabinet or bathroom vanity, please contact us within 48 hours at 919-872-3830 and we will do our best to expedite you the correct size or style. You will not be charged for the return of the wrong kitchen cabinets or bathroom vanity and the delivery charges for the new cabinets or vanity.

## **Ordered the Wrong Size/Style:**

While we are more than willing to correct our mistakes, we can not be held responsible for measuring errors or if the color is not what you expected (we strongly encourage ordering a sample before buying). Before ordering your kitchen cabinets or bathroom vanities, please be sure to check and double check your measurements. If you ordered the wrong size/style kitchen or bathroom cabinets, we will gladly replace your order (resaleable condition only), but you will be charged for the return of the wrong kitchen cabinets or bathroom vanity and the delivery charges for the new cabinets or vanity.

## **Restocking Fee:**

We strongly encourage that customers order a sample door and double check their measurements before ordering cabinets. For return RTA cabinets subject to 15% restocking fee and all cabinets assembled by J&K are subject to 35% restocking fee and the product must in resaleable condition. We don't accept returns for cabinets assembled by the customer. You will also be responsible for the shipping costs associated with shipping the product back. Your money will be refunded within 30 days of us receiving the product and inspecting it for damages. If damage is found, we will notify you and you will be responsible for filing a claim with the carrier to get reimbursed.

## **Damages:**

Our cabinets and vanities are packaged to minimize the damage that can occur in transit. Since the kitchen cabinets and bathroom vanities are made of solid wood and plywood with some exceptions, it is uncommon that damage occurs. That being said, we can't control what happens to your order once the trucking company picks it up. Since we use 3rd party carriers for all of our deliveries, they assume liability for the product once it is picked up. In the event that a box arrives with visible damage, it is very important to note the damages on the delivery while the driver is present. All visible damage must be noted on the delivery receipt and vanity tops MUST be opened in front of the driver, otherwise the trucking company will not accept a claim. If you open the box, and find concealed damage, it MUST be reported within 48 hours to ensure that you can file a claim. If damage is found, it is important to follow the steps below to rectify the situation. If it is not reported within 48 hours, the trucking company will not acknowledge the concealed damage. If you have damages to your door(s) or face frame(s) we do require you to send the damaged item(s) back to us. We do this to ensure quality control. **Items delivered or picked up at our warehouse that are found to have damage must be returned to our warehouse for exchange with 48 hours for replacement.**