

FREIGHT DAMAGE POLICY

It is critical that you inspect your shipment for visible damage before signing for your delivery. Damages that occur in transit are unfortunate, and we do sincerely apologize. These policies are in place to protect everyone and expedite the process of sending replacements or repairing them as quickly as possible. We advise all dealers and end-users to carefully read our policies which contain information on what to do if your shipment is damaged and outlines our procedures for resolving the situation. Freight companies directly impact our policies as we must follow their rules and regulations when submitting a freight damage claim.

StoreMoreStore will NOT be responsible for orders damaged in transit (including visible damage, concealed damage, and/or shortage of material) unless the receiver takes the following steps:

1. **Inspect** and alert the driver of visible damages before signing the delivery receipt
2. **Document** all visible damages on the delivery receipt
3. **Take photos** of the damaged product and/or packaging
4. **Do not discard** any product or packing materials
5. **Notify** your StoreMoreStore Project Manager immediately and provide the delivery receipt and photos

StoreMoreStore must be notified of any visible or concealed damages and/or product shortages **within 3 days** of shipment delivery. If this time frame is not met, you forfeit all rights to a freight claim and are fully responsible for any replacement costs.

IF YOU WISH TO RETURN MATERIAL AFTER RECEIVING:

If there is no damage, but you wish to return your order, please note that

- Returns due to customer error are subject to a 50% re-handling, restocking charge
- Returns must be requested within 15 days of the delivery and are not returnable without a valid return authorization number (RMA Number) and written approval from StoreMoreStore.
- Returns must be in a resalable condition. We do not accept returns on worn or damaged products.
- Transportation charges must be prepaid. We do not refund shipping charges. Collect or COD shipments will not be accepted.
- Modified, non-standard, special order and made-to-order products are non-returnable.
- Our agreement to accept a return is conditional upon our inspection of the returned product.

We'll gladly pay for the return shipping cost and waive the restocking fee if you received a product in error.