**CABINET ACKNOWLEDGEMENT/ RETURN POLICY**  

\_\_\_\_\_\_\_Customer agrees on design, layout, price, payment terms and cabinet style:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_color:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**The customer understands no revisions, changes,**

**or cancellations can be made once the order is paid**

Cabinet deliveries will be contacted VIA Email & Phone by **Procraft** and given an estimated window for their delivery. It is recommended someone be available all day. (orders can only be rescheduled at least 5 days prior to your delivery).

\_\_\_\_\_\_\_**CUSTOMER OR LEGAL REPRESENTATIVE WILL BE PRESENT AT TIME OF DELIVERY TO SIGN OFF**

**\_\_\_\_\_\_\_ MISSING ITEMS / Customer agrees to report any missing items at TIME OF DELIVERY**

\_\_\_\_\_\_\_ **VISIBLE DAMAGE / Customer agrees to inspect all boxes and to report any visible damages to packaging at TIME OF DELIVERY**

\_\_\_\_\_\_\_\_ **CONCEALED DAMAGE / Customer agrees to report any concealed damage to their salesperson within 14 business days of receipt. Customer agrees to provide clear and visible photos of damages and original packaging to support the claim.**

\_\_\_\_\_\_\_ Ready to Install (R.T.I) cabinets **CANNOT** be returned. Ready to Assemble (R.T.A) cabinets **CANNOT** be returned once removed from box (un-opened R.T.A items will be charged a 35% restocking fee if returned within the 2 business days of delivery or pick up, after that they **cannot** be returned

\_\_\_\_\_\_\_Customer understands knots in wood or surface pits are natural and should be expected. Customer understands glazing (if applicable) is applied by hand and may not be uniform in appearance. Customer understands stock cabinetry is mass produced and some color variance(s) are to be expected.

\_\_\_\_\_\_\_Customer agrees not to hold Rock Counter responsible for any expenses incurred from delayed cabinetry deliveries. Customer agrees to waive all rights to make a stop payment on check(s) or dispute any credit card payment(s) for order(s).

\_\_\_\_\_\_\_ALL voluntary rescheduled or delayed deliveries **WILL BE SUBJECT TO STORAGE FEES AT A RATE OF $35.00/DAY. YOUR ORDER WILL NOT BE RELEASED UNTIL FEES ARE PAID.**

Job Information: Invoice #\_\_\_\_\_\_\_\_\_\_\_\_Quantity \_\_\_\_\_\_\_\_\_\_\_\_ (circle one) R.T.I. or R.T.A

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ City\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State\_\_\_\_\_\_\_ Zip\_\_\_\_\_\_\_\_\_\_

**PLEASE SIGN AND DATE IF YOU HAVE READ AND INITIALED THE ABOVE INFORMATION.**

**Print Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Designers/Witness Initials \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Rock Counter Kitchen and Bath Schererville Indiana 46375. (219) 515-2170 5/2021**