

## **Return Authorization Policy**

In order to better serve you and improve the system of resolving factory defects and freight damages, we have established the following guidelines:

- . Manufacturers warranty is one year from the date of invoice. The warranty will not apply to damage arising from neglect, accidental or intentional damage, freight damage, institutional or commercial use, exposure to extreme sunlight, temperature, moisture or humidity.
- . Freight Damage: All merchandise is carefully inspected before packing. All products are packed in an approved manner prior to leaving the factory. All freight damage claims are the responsibility of the consignee. Claims must be filed within 10 days of delivery. Should you need assistance in preparation of a freight damage claim, please contact your Customer Service Representative.
- . Freight damage must be reported at time of delivery and noted on the freight bill.
- . A return authorization must be issued by Liberty Furniture in the form of a "Return Authorization (RA)". These forms can be provided through your Customer Service Representative.
- . Defective merchandise has to be properly packed and returned to Liberty Furniture via freight collect within 30 days from the date of the return authorization.
- . A copy of the RA has to accompany the shipment and the RA number must be clearly marked on each carton.
- . Only advanced "Authorized" items returned for manufactured defects will receive full credit.
- . Liberty Furniture will inspect each authorized item upon receipt to fortify the defective item claimed. Upon approval, Liberty will issue credit for the appropriate amount, up to 100% of the invoiced price.

You may fax or mail your completed RA request for to Liberty Furniture. After we have received your request, we will respond immediately to resolve your case. Should you have any questions, please call our Customer Service Department.

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Liberty Furniture reserves the right to amend item selections and pricing at any time. The information included in the price list and catalog is property of Liberty Furniture Industries, Inc. All specifications within are based upon the latest product information available at the time of printing, and are subject to change without notice.

## **Website Information**

A full catalog including features and benefits, pricing, customer reporting, and order entry may be found at our companies website. To access information regarding your account, you must register by selecting the Dealer Registration link found on the home page.

Within 24-48 hours of registering online, you will receive confirmation of your account and you will then be able to logon.

For assistance in using our website, please contact Customer Service or your Sales Representative.