

# MFS SUPPLY LLC'S RETURN, EXCHANGE AND REFUND POLICY

EFFECTIVE DATE: January 28<sup>th</sup>, 2022

## 1. Standard Return/Refund Policy.

MFS Supply LLC's ("MFS Supply") standard return policy applies to all other non-special order/custom products, except cabinetry and countertops, under the following circumstances:

- Request is initiated within 30 days of delivery with valid proof of purchase
- Items are in original packaging and original condition
- Return shipping costs are paid by the customer
- A 20% restocking fee will be deducted from total approved refund amount
- Original shipping, handling and delivery costs will be deducted from total approved refund

All returns must be inspected by MFS Supply prior to issuing a refund. Except as provided below, damaged or defective items will not be accepted for a refund.

To initiate a return or exchange, You must contact customer service at [customerservice@mfssupply.com](mailto:customerservice@mfssupply.com) or 800-607-0541 to obtain a Return Authorization Number ("RAN") before shipping the product to MFS Supply. You will receive an email including the RAN attachment, which You must print and include with the package so that MFS Supply can identify and process Your refund. No returns of any type will be accepted without a RAN. Any returns without proper documentation may result in delayed processing.

You are responsible for all shipping and handling charges on returned items. You bear the risk of loss during shipment. MFS Supply therefore strongly recommends that You fully insure your return shipment against loss or damage and that You use a carrier that can provide You with proof of delivery for Your protection.

Refunds are processed within approximately five (5) business days of MFS Supply's receipt of Your returned merchandise. Your refund will be credited back to the same payment method used to make the original purchase.

MFS Supply reserves the right to reject any returned product due to damage upon return to its headquarters. You will be notified of any rejections via the email address associated with Your Account with MFS Supply. You are responsible for making sure that this information is current and correct.

## 2. CABINETRY RETURN/REFUND POLICY. Cabinetry is acceptable for return to MFS Supply only if:

- Return request is initiated within 30 days after delivery
- Cabinets are in original packaging and original condition
- Cabinets are not custom/special order
- Cabinets are not modified in any way
- Cabinets have not been installed in any way
- Cabinets are not assembled outside of MFS Supply

A restocking fee of 35% will be deducted from total of approved refund, except that trim items will only be subject to a 20% restocking fee, and, if return shipping is arranged for by MFS Supply, this additional cost will be deducted from total of approved refund.

If paid via credit card, the final return amount will be refunded to same credit card. If paid via credit terms, the return will be refunded in the form of a credit to the customer's account.

MFS Supply reserves the right to reject any returned cabinetry due to damage upon return to our headquarters. Customer will be notified of any rejections via the email address associated with their Account with MFS Supply. You, the customer, are responsible for making sure that this information is current and correct.

## 3. COUNTERTOP RETURN POLICY. Countertops may not be returned to MFS Supply, unless the countertop was damaged or defective at the time of delivery. If a countertop is damaged or defective, You must report it to MFS Supply at [customerservice@mfssupply.com](mailto:customerservice@mfssupply.com) or 800-607-0541 within ten (10) business days after receipt of the countertop in order to receive a replacement countertop or refund.

## 4. DAMAGED/WRONG ITEM/EXCHANGES/ORDER CHANGES. You are solely responsible for inspecting the product delivered to you for any visible damage or defects, and to confirm that it is the product(s) ordered. Any incorrect shipments must be reported to MFS Supply within twenty-four (24) hours of receipt of product. Any damaged, defects or missing items must be reported to MFS Supply within ten (10) business days after Your receipt of the damaged, defective or missing item. You must contact customer service at [customerservice@mfssupply.com](mailto:customerservice@mfssupply.com) or 800-607-0541 to obtain a Return Authorization Number ("RAN") before

shipping the product to MFS Supply for a refund or exchange. In such cases, please do NOT discard original packaging that was shipped to You. If You received a damaged or wrong item, MFS Supply will not charge You for shipping to return the defective or damaged item or to ship the replacement items.

**5. DEFECTIVE PRODUCT.** You are solely responsible for inspecting the product delivered to you for any visible defects. For a defective product, please refer to MFS Supply's warranty (see MFS Supply's Terms and Conditions of Sale) or the manufacturer's warranty (as applicable, included with the product), or as detailed in the product's description on MFS Supply's website, [www. MFSSupply.com](http://www.MFSSupply.com).