

Arnev Products Return Policy

We want you to be satisfied with your purchase. If you are not satisfied, you can return or exchange the items within **30 days of receipt**.

1. Contact Arnev Products Customer Service at 800-260-1181 to receive an RMA (Return Merchandise Authorization) number. **No credits will be issued for items returned without an RMA (Return Merchandise Authorization.)**

2. **All returns not covered in our warranty will incur a 20% or 30% restocking fee.**

20% restocking fee for in stock merchandise, and "Stonique".

30% restocking fee for all floor boxes, custom paint finishes, rustic designs, or custom unfinished wood products.

There is **NO RETURN** of wood plates that are stained or have poly finish. Bare wood only.

No credit will be given on Jewel Tone Glass products, even if ordered incorrectly. Once the custom finish is applied to a glass switchplate, there is no way to correct this or refinish the product. Thank you for your understanding.

EXCEPTIONS: No restocking fee for defective or damaged merchandise, or if you were sent products different than the ones on your order form.

DEFECTIVE, DAMAGED or INCORRECT ITEMS

All defective, damaged or incorrect items will be replaced at NO CHARGE

IF YOU ORDERED INCORRECTLY

If you ordered incorrectly, when you call, a new order will be processed and your credit card will be charged again. Credit will be given, less shipping and restocking fee, when incorrect parts are returned.

All shipping is your responsibility.

OTHER: Some of the items not listed above are shipped direct from the manufacturer and may be covered under a separate manufacturer warranty and return policy. However, you must call Arnev Products Customer Service to receive clarification (800-260-1181).

3. **PLEASE THROW AWAY LOOSE SCREWS, AS THEY COULD DAMAGE THE PRODUCTS IN THE RETURN.**

4. Items must be returned in a **BOX** with appropriate padding. **No padded envelopes** will be accepted.

5. Send box to:

Arnev Products, Inc.

Attn: Products Returns Department

N1530 Spring Glen

Keshena, WI 54135 USA

with RMA# clearly displayed on the outside of the box.

6. The return **must be** insured for the value of the contents.

5. A credit (minus any fees listed above) will be issued to your account upon receipt of returns following this procedure. Please allow two weeks to process a return.

To expedite your return, please write clearly and include this with the return

CHECK LIST: Please initial each instruction.

I have received my RMA number and will write it on the outside of the box. _____

I have carefully packaged the return with padding between each part because damaged parts will not receive credit. _____

There are no loose screws in the box. _____

I will include a copy of the packing list, if available. _____

Name On the Order _____

Address _____

City _____ State _____ Zip _____ RMA # _____

Order # (5 digit) _____ Telephone _____

E-mail _____ Date of your order _____

Reason for return _____
