



## *Confirming Orders*

- Order confirmations will be generated at Emrich Designer Cabinetry and emailed back within 24 hours of our receipt of your completed form via email. If for some reason (email went to junk, etc.) you have not received your order confirmation within 24 hours please give us a call at 912-800-3925.
- All orders are pending and will not be processed until the signed confirmation is emailed back to [orders@emrichcabinets.com](mailto:orders@emrichcabinets.com) and paid for by the customer. Unless a ship date is listed on the confirmation the product will ship according to the Emrich Designer Cabinets lead time at the time of payment and confirmation.
- Inventory indicated on quotes is current as of the time of quote, until the orders signed confirmation and payment are received the inventory is not reserved. Additional fees will be incurred by the customer if an order is cancelled or modified after the signed confirmation and payment are received.
- Emrich Designer Cabinetry is not liable or responsible for any omission or additions on any quotes. It is the buyers responsibility to check and confirm the order is correct prior to signing.
- Once an order is confirmed any returns will be subject to the Emrich Designer Cabinetry Return Policy and any items omitted from the order will go through the normal ordering and payment process.
- PRODUCT WILL NOT BE PULLED OR DELIVERED WITHOUT FULL PAYMENT AND CONFIRMATION

## *Delivery Policy*

1. Guérard Fine Cabinetry will deliver curbside. Guérard Fine Cabinetry representatives will NOT carry product into the home or facility. The buyer is responsible for having personnel on site to remove product from curbside and into home or facility.
2. Buyer must have a representative on site at time of delivery to inspect, check off and accept cabinetry and accessories.
3. Once the list of cabinetry and accessories is signed and accepted, it is agreed that all items on the list have been delivered in good condition and any damage or missing items are not the responsibility of Guérard Fine Cabinetry.
4. Should buyer choose to forgo inspection and count of products, buyer will assume all liability for any damage to product or missing items. Guérard Fine Cabinetry will be held harmless and will not be liable for damage or missing items. Confirmation of the choice to forgo inspection must be in writing.
5. An additional fee of \$400.00 will be incurred should the delivery arrive at the site or residence and no one is there to unload or receive and buyer is not reached to wave inspection. Drivers will wait fifteen minutes for any late arrival after such time will return the product to the warehouse and new delivery date will be established after the payment of the "no show" fee.
6. A fee of \$150 will be charged for incorrect address and will be paid prior to unload.
7. A fee of \$250 will be charged should a delivery date be changed within 24 hours of planned delivery and will be paid prior to reschedule of delivery.

8. Packing and shipping material are the customers responsibility and Emrich Designer Cabinetry will not remove from the premises.
9. Special circumstance deliveries will be quoted on an individual basis.

## *Returns*

Return of product is allowed for up to 4 calendar days from receipt of product. To qualify as an acceptable return the product must be in new condition, the packaging cannot have been opened and the return request form was made and delivered to Emrich Designer Cabinetry via email to [contact@emrichcabinet.com](mailto:contact@emrichcabinet.com) prior to 4 calendar days from receipt of delivery. All returns are subject to inspection and a **35% restocking fee**. Orders that are refused or cancelled after confirmation and payment will also incur a **35% restocking fee**. Customers with qualified returns will receive credit to be redeemed at Guérard Fine Cabinetry only. Custom sized and/or painted cabinetry, installed cabinetry, and/or used (other conditions may apply) are **not eligible for return**.

## *Damage Claims*

ALL DAMAGE TO PRODUCT MUST BE REPORTED PRIOR TO INSTALL AND WITHIN 7 CALENDAR DAYS OF RECEIPT OF PRODUCT. To claim damage, the customer MUST submit photographs and a description via email to [damage@emrichcabinets.com](mailto:damage@emrichcabinets.com) within the allotted 7 calendar days of receipt of product. A PHONE CALL DOES NOT CONSTITUTE A CLAIM. If a claim is not filed within 7 days of the receipt of product, the claim cannot be filed and items will not be replaced. An installed product is not available for damage claim.

Only the damaged component will be replaced. Whole cabinets will not be replaced. Emrich Designer Cabinetry is not responsible for any additional labor or delays caused by the damaged product.