

## **RETURN AUTHORIZATION POLICY**

Dear Liberty Customer:

In order to better serve you, our customer and to improve the system of resolving factory defects or freight damage to merchandise, we have established the following guidelines:

1. Manufactures warranty is one year from the date of purchase. The warranty will not apply to damage arising from neglect, accidental or intentional damage, freight damage, institutional or commercial use, damage or wear due to exposure to extreme sun light, temperature, moisture of humidity.
2. **Freight damage:** All merchandise is carefully inspected before packing and is packed in an approved manner in approved cartons 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 the claim forms please contact your Account Representative.
3. Freight damage must be reported at time of delivery and noted on the freight bill.
4. A return authorization must be issued by Liberty Furniture on the form “**Return Authorization (RA)**”. These forms can be provided through your account representative.
5. Defective merchandise has to be properly packed and returned to Liberty Furniture. Freight Collect within 30 days from the date on the return authorization Note: Do not alert returning carrier that merchandise is already defective. This will give the carrier the right to drop, throw or stack heavy items on top of already defective goods. Returning carrier will also note on his paperwork that he is picking up damaged goods, thus relieving freight lines from any further claims.
6. A copy of R.A. has to accompany the shipment and the number must be clearly marked on each carton.
7. Only advanced “Authorized” items returned due to manufacturing defects will receive full credit.
8. Liberty Furniture will inspect each authorized item upon receipt of the returned shipment to fortify the defective item claimed. Upon approval, Liberty will issue credit for the appropriate amount up to 100% of the purchased price.

You may Fax or Mail your completed R.A. request form to Liberty Furniture. After we have received your request we will respond immediately to resolve your case. Should you have any question, please call our Customer Service Department.

**Liberty Furniture reserves the right to amend item selections and pricing at any time.**

