

Return and Cancellation Policy

RETURNS

- All product returns are subject to Customer Service (CS) review and written approval. All product returns require a return authorization number issued by CS before product is returned.
- Product must be returned within forty-five (45) days from the invoice date. Returns received at a Jaeckle facility after 45 days will not be accepted.
- Buyer is responsible for returning material to Jaeckle within 45 days. Returned product shipping costs are non-refundable.
- Returns for direct ship product are subject to manufacturer's discretion, return policy, fees, and other costs. Approval not guaranteed.
- Restocking fee is 25% of the returned item value.
- Material must be returned in the original packaging, undamaged, and unaltered.
- Only full cartons are eligible for return unless originally sold by the piece.
- All cash and billed cash sales are final. No returns will be accepted.
- Return value of one item on the original order must be greater than \$300. Items cannot be combined to meet the minimum.

Not Eligible for Returns:

- Special order items
- Non-stock items
- Dropped or discontinued product
- Cut sheets of countertop laminate, solid surface, and quartz
- Items not on the original order and RA in question

Items not eligible for returns will not be accepted and will not be shipped back.

CANCELLATIONS

- No cancellations on special orders once the order cannot be cancelled with the manufacturer.
- No cancellations on non-stock orders.

CONDITIONS

- Credit is subject to inspection and count when received in our warehouse.
- Credit will be issued within seven (7) business days of receipt based on successful product verification.
- All returns are subject to Jaeckle Distributors' approval.

***Return policy is subject to change.*