



TEL: 626-964-6669 FAX: 626-964-7798 E-mail: rma@homeydesign.com 879 S AZUSA AVE CITY OF INDUSTRY CA 91748	RMA# <hr/>
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RMA REQUEST FORM

Please return the completed form to the Service Dept. **Fax : 626-964-7798**
 We will then issue an RMA number, to be used when returning the goods to us.

Company Name		Telephone No.	
Contact Name		Fax No.	
Date of Purchase		Your PO number	

MODEL	DESCRIPTION

OFFICE USE ONLY:					
RMA NO		Processed By		Date	
Date Received		Sales order No		Invoice No	
Tested by			Signed by		
Comments					

Homey Design RMA POLICY

1. Any claims for defective merchandise must be packed in Homey Design original package and with out writing on the box.
2. **Claims for missing parts must be made within 7 days only. After 7 days there is no service NO EXCEPTION.**
3. Any claims for merchandise damaged in Transit, must be made through the Freight carrier BEFORE signing freight bill. PLEASE open and inspect all merchandise.
If the furniture is **not** inspected at time of arrival and the customer *signs the delivery receipt or B.O.L.* Neither the trucking company nor Homey Design will be liable or responsible for damages.
4. At time of arrival, if merchandise arrives damaged please make sure you note of it on the freight bill or delivery receipt.
5. We will NOT accept any Exchange or returns for store credit on any used, previously displayed or assembled merchandise.
6. There will be a **20 %** re-stocking fee for all returned items. (Other fees may be applied)
7. If a claim is authorized for exchange or store credit after the Trucking Company has completed the delivery. The customer is responsible to pay full cost for freight to return the products and ship new pieces back to dealer's warehouse.
8. Out of state or Non- walk in Customers for damaged claims must fax in a copy of the invoice with detailed information about the parts.
9. All Returned shipments must be freight prepaid & include and RMA number and a copy of the original Invoice.
10. **NO cash, check or credit card Refunds.** Exchange or Store Credit only!
Management will have to inspect the merchandise being return. Store credit will depend on the conditions the merchandise is being returned in.
11. All Sales are final and are not eligible for Exchanges, Returns or Store credit.
12. Pictures are required to claim merchandise defective or damaged merchandise.
Please email or mail in to Homey Design RMA department.
13. Your account may be closed without further notice.

14. The RMA policy for wholesaler only, we reserve the right to refuse service to anyone.

15. Online accounts using drop shipments Homey design will not be responsible for any freight charges.

16. Online accounts: Homey design is not responsible for freight cost to bring back merchandise if the product arrived damaged to the customer home. (White glove Freight Company is responsible for freight, if they don't refuse the product during inspection)

17. We accept Cash, Wire Transfers, Cashiers check, & companies Check. (Any bounced checks will be charged \$50 processing fee)

18. Prices are subject to change without notice. Always call and confirm before placing order.

19. All orders must be faxed in or email prior to shipment, orders over the phone must be signed and confirmed prior to shipping.

20. All pick up's by 3rd party trucking company must be pre-paid freight or Freight Collect.