



## Terms and Service Agreement

### Customer Security is our goal.

Feel free to browse our web pages without revealing any personal information about yourself. If you decide to order from us, use our design services or measurement services your personal information will be stored in a secured database. Your personal information is only accessible by a ClickNgo Cabinets representative.

We will not sell, trade, rent or share your personal information to third-parties.

### ClickNGoCabinets.com Policies:

**Products Purchased** – All products, may be returned within 14 days of receipt. You will be responsible for a 20% restocking fee and the shipping cost to send back to the manufacturer. The item must be in good condition, and shipped back in the original packaging. To process a claim, email [contact@clickngocabinets.com](mailto:contact@clickngocabinets.com) your confirmation number, reason for return, and specific item ID (SKU) of the item you'd like to return. We will then provide you with a Return Authorization number and shipping details. In order for you to receive credit, you must receive a Return Authorization number from us prior to shipping out the return. Once the returned item is received by the manufacturer, they will inspect it for damages. Please allow up to 14 days of receipt for the manufacturer to inspect the returned item(s) if everything is intact, we will then issue the credit to your account minus the 20% restocking fee.

**Assembled Kitchen & Bathroom Cabinets** - All assembled Kitchen and & Bathroom cabinets cannot be returned for any reason due to our manufacturer's policies. For that reason, **it is important to check all measurements prior to ordering to ensure you are ordering the correct pieces.** If any assembled item is damaged, it will be replaced for the same item only.

**Cancellations** - All cancellations must be emailed within 48 hours of the purchase to [contact@clickngocabinets.com](mailto:contact@clickngocabinets.com) Because of our turnaround time for deliveries, all orders cancelled during this period will be subject to a 20% re-stocking fee on the order.

**\*Please note that any order that has left the warehouse for shipment cannot be canceled for any reason.**

**\*Please also note original shipping costs will not be refunded and if the order qualified for free shipping, the actual freight cost we paid for the delivery will be deducted from any applicable credits.**

**Damages/Missing Items** - Every effort is made to ensure that your items arrive safely. Unfortunately, on occasion there are conditions beyond our control that can cause damage during shipping. During delivery of your cabinets please specify on the driver's Bill of Lading any missing or visibly damaged items from your

order. If an item is missing on delivery, you must specify this on the freight company's bill of lading in order to process a claim. Missing item claims will not be honored if the specific missing item(s) was not specified on the bill of lading at the time of the delivery. Also at the time of delivery if you notice any visible damage, document the damage on the freight company's bill of lading. If you suspect that there might be concealed damaged, please note that on the bill of lading as well. If any problems were specified on the bill of lading, please contact us at [contact@clickngocabinets.com](mailto:contact@clickngocabinets.com) to inform of us of the problem. All claims must be made within 7 days of the delivery or they will not be honored. ClickNGoCabinets.com is only responsible for providing replacement parts/items, we will not be able to reimburse any additional labor costs incurred by the customer to repair or replace damaged items. We will work with manufacturer to provide replacements as quickly possible, typical lead time is 7-14 business days.

### **Delivery Terms and Conditions:**

Because of our turnaround time for deliveries, orders cancelled during the 48hr period must be emailed to [contact@clickngocabinets.com](mailto:contact@clickngocabinets.com), the order will be subject to a 20% re-stocking fee. Approved returns subject to 20% handling charge once a customer Invoice is created and Items are pulled for delivery.

For that reason, it is important to check all measurements prior to ordering to ensure you are ordering the correct pieces.

Shipping times vary depending on the product you choose. Lead times on receiving your order can be between 5-30 days depending on the product.

All deliveries are by FEDEX or FREIGHT shippers and all deliveries are curbside.

**\*\* Call for all shipping details... 1-800-655-3450**

**\*\* Call for international shipping... 1-800-655-3450**