

CLAIMS GUIDELINES

THANK YOU FOR YOUR ORDER! ALL MADE GOODS
PIECES ARE HAND-CRAFTED WITH CARE.
THIS PACKAGE LEFT OUR FACILITY WITH NO DAMAGE
AND WITH THE PACKAGING IN GOOD CONDITION.

In the unlikely event an item was not received in good
condition, please take the following steps:

DO NOT REFUSE THE PACKAGE

You will be responsible for additional expenses incurred
by an unauthorized refusal of the shipment.

OPEN IMMEDIATELY

If you suspect damage, unpack the item **with the driver
present**. Note any damage on the Bill of Lading.

If no damage is noted, the claim will be denied.

TAKE PHOTOGRAPHS

Please take photos of the damage AND the packaging.
We will not be able to process your repair or
replacement without photographs of the damage
and packaging.

REPORT DAMAGES WITHIN 5 BUSINESS DAYS

Send an email to info@madegoods.com with this form
and photographs. Damage claims will not be accepted
after **5 business days**.

KEEP ALL PACKAGING

Keep all boxes and packaging material (*inner and outer*)
until your claim is resolved.

*Please keep in mind that all Made Goods items are handcrafted. Variation in
color, texture, finish and pattern is to be expected and is not grounds for a claim.*

FORM

STEP 1 - Complete the following information:

Invoice Number _____
(Upper right corner of the packing list)

Delivery Date _____

Tracking Number _____

Name of Delivery Carrier _____

Your Name _____

Purchaser Name _____
(If different)

STEP 2 - Briefly describe the condition of the product:

Item Name _____
(Damaged item)

Quantity _____

Detailed description of the damage

Please include all photos with this form and email it to

info@madegoods.com



CLAIMS POLICY

SHIPPING: Signature of receipt by you, your agent or employee constitutes full acceptance of all packages stated on the bill of lading or electronic clipboard in undamaged condition. You are responsible for all shipping and return charges for any shipment that is refused as well as forfeiture of your deposit. We shall not be liable for delay in shipment for any cause, nor shall any delay entitle you to cancel any order after it has shipped or refuse delivery. Delivery may occur in multiple lots depending upon availability of the products constituting an order.

LIMITED WARRANTY: We ship items that conform to the samples we display at wholesale trade shows and on our website; however, variations are a normal part of the production process. Our products will be free from defects in material and workmanship that materially impair the use of the product. You agree (a) to fully examine goods upon delivery, (b) to save all packaging materials with respect to damaged or defective goods, and (c) to contact us and your designer and (d) to provide a photograph showing the damage or defect within five (5) business days of delivery. We will, at our option, repair or replace the item. If damaged item(s) are to be replaced, the items must be returned prior to shipment of a replacement or authorization of credit. For all returned products, only use the shipping documents provided by Made Goods.

Shipping reimbursement will not be made for use of non-authorized shipments. All returns must be properly packaged with original packaging (unless otherwise instructed), clearly labeled with correct RA# and scheduled for pickup within five (5) business days of receipt of shipping documents.

This is our only limited warranty or liability. Our limited warranty does not cover: (a) normal wear and tear, (b) product variations, (c) defects or damage occurring due to, or following, product modification (d) damage caused by shipping/transit and (e) damage caused by misuse, abuse, or negligent treatment of merchandise. Our limited warranty is void if repairs or modifications have been attempted by any person without our consent. Our limited warranty is limited to the original wholesale purchaser. In no event shall we be liable for incidental or consequential damages in connection with the purchase or use of any merchandise. This limited warranty provides your exclusive remedy for any defective product.

THE FOREGOING LIMITED WARRANTY IS MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY AFFIRMATION OF ANY FACT OR REPRESENTATION WHICH EXTENDS BEYOND THE LIMITED WARRANTY SET FORTH ABOVE AND ANY SUCH WARRANTIES ARE HEREBY EXPRESSLY DISCLAIMED.

CARRIER DAMAGES: Claims for damage to products that do not arise from defects in material or workmanship are the responsibility of the carrier. If the shipment arrives with visible exterior damage (crushed box, broken crate, moisture, etc) note the damage in writing on the carrier's delivery receipt before you sign for the shipment and release the delivery driver. A claim for shipping damages will not be accepted by Made Goods unless the damages are noted on the carrier's delivery receipt.

Within five (5) business days of receipt, you must (a) unpack and thoroughly inspect shipment for damaged items, (b) SAVE ALL PACKAGING UNTIL CLAIM IS RESOLVED and (c) email info@madegoods.com to report damaged items and to receive a return authorization number (RA#). We will, at our option, repair or replace the item. If damaged item(s) are to be replaced, the items must be returned prior to shipment of a replacement. For all returned products, only use the shipping documents provided by Made Goods. Shipping reimbursement will not be made for use of non-authorized shipments. All returns must be properly packaged with original packaging (unless otherwise instructed), clearly labeled with correct RA# and scheduled for pickup within five (5) business days of receipt of shipping documents.

RETURNS: It is within our sole discretion as to whether to accept returns of merchandise. Items returned without our prior authorization will be refused. Returned items must be in their original condition and packaging, and you shall prepay and be liable for all charges in connection with the shipping of returned goods, including insurance. The 25% non-refundable deposit will be kept on all returns of merchandise that is not defective.