



CHADSWORTH INCORPORATED

COLUMNS | BALUSTRADES | MILLWORK | PERGOLAS | SHUTTERS

1.800.COLUMNNS

CANCELLATION POLICY [POLYURETHANE MILLWORK]

1. CUSTOM ORDERS

- a. “Custom” manufactured orders can be canceled for up to (24) hours after the order is placed. After (24) hours, the order cannot be canceled.
- b. Customers will be charged the full product price for “custom” manufactured orders that are canceled after (24) hours.

2. STOCK ITEMS

- a. Orders placed for standard “stocked items” can be canceled or adjusted within (24) hours after receipt of the order.
Note: Orders changed or adjusted may delay our previously scheduled lead times.
Note: A 25% cancellation fee may apply to cancellations that are made after (24) hours, if the product has not shipped yet and the cancellation is approved.
- b. Any order that is canceled and/or refused after the order has shipped will be charged a 25% re-stocking fee along with all applicable “to and from” freight costs and charges associated with the canceled order.

CHADSWORTH COLUMNS

www.COLUMNNS.com

277 NORTH FRONT STREET | HISTORIC WILMINGTON, NC | 28401

PHONE: 1-800-486-2118 | **FACSIMILE:** 1-910-763-3191 | **E-MAIL:** sales@columns.com



CHADSWORTH INCORPORATED

COLUMNS | BALUSTRADES | MILLWORK | PERGOLAS | SHUTTERS

1.800.COLUMNNS

RETURN POLICY [POLYURETHANE MILLWORK]

1. All requests for product returns must be approved and must receive a designated RGA (Return Goods Authorization) number associated with the order – by an authorized Chadsworth Incorporated Sales Consultant.
2. RGA numbers are only good for (21) days after date of issue. No returns will be accepted or received after the (21) days.
3. Orders must be approved for return within (45) days of the original shipment.
4. All returns that are approved with a designated RGA number are subject to a minimum 25% re-stocking fee. Customer is responsible for all freight charges associated with returning an approved order.
5. Customer “credit” will be issued only after the product(s) have been received back into inventory, all items are accounted for as specified on the RGA, and the items are in re-sellable condition. Any damaged product(s) received back will not be credited, and all associated re-stocking charges may apply. Payment deductions against RGA’s are not allowed without an authorized “credit memo” from Chadsworth Incorporated.
6. The timeframe for customer “credit” is typically within 1 – 2 weeks of receiving the returned goods in acceptable condition, less:
 - a. Re-Stocking Charge
 - b. Freight Charge(s) (if applicable)
 - c. Damages, concealed shortages or discrepancies

CHADSWORTH COLUMNS

www.COLUMNNS.com

277 NORTH FRONT STREET | HISTORIC WILMINGTON, NC | 28401

PHONE: 1-800-486-2118 | FACSIMILE: 1-910-763-3191 | E-MAIL: sales@columns.com