

Notice of Return Policy - Carolina Furniture Works, Inc.

Return Address:

Carolina Furniture Works, Inc.
406 Brooklyn Street
Sumter, SC 29150
Tel: 803-775-6381
Fax: 803-775-0251

Carolina Furniture Works currently accepts returns from authorized ecommerce dealers for credit allowances to accommodate exceptions - freight damages, defective goods, and buyer's remorse due to unacceptable merchandise or incorrect shipments as long as the factory doesn't have too many returns from a single dealer or customer. **The factory is unable to offer freight allowance for inbound or outbound freight charges.** Authorized Dealers or freight service providers are responsible for any merchandise returns or freight claims, and reorders for replacements. When returns are necessary, assigning the original dealer purchase order number for tracking purposes on the return BOL is sufficient along with a brief reason for returns. (This can be done on the return BOL or applicable shipping document working with your freight service provider). Credit will be issued after returns are received and inspected by the factory. Please keep in mind that all dealer orders (including replacements) are not exempt from payment pending exceptions due to freight claims, defective merchandise, or buyer's remorse. It is advisable to partner with a freight provider who will return damaged goods to the factory for credit less repairs, and who will return replacements with dealer arrangements. **In the event your freight service provider will not return damaged goods without inbound or outbound freight charges, we suggest that you partner with a freight provider who will offer a means for prudent freight disposition, and a claims process for goods that are damaged after pick up from our factory. Note: Because freight providers are held accountable after picking up from our factory - freight providers that are allowed to service our facility are required to accept the factory's shipper's load and count, and that all responsibility is on the freight service provider after signing the freight shipping document; FOB the factory in Sumter, SC.** Please be advised that the factory also provides shipment of parts for local repair when requested. (This may be an option if local repair is possible and the dealer or freight service provider agree on repair charges.) Charges for parts are cost plus shipping; with exceptions pending possible defective claims. Please contact the factory with any additional questions.

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