



## **Cancellation & Return Policy** (Effective 01-01-2022)

*General Information,  
Terms and Conditions of the Sale  
(Effective 1-01-2022)*

### **Cancellations:**

- Standard catalog item orders cancelled after receipt are subject to minimum of 25% cancellation fee.
- Custom orders are not eligible to be cancelled.

### **Returns:**

- A request to return product must be made within 30 days of the date the product shipped from the factory (not from the date the product is received).
- The Return Merchandise Authorization (RMA) is valid for 21 days from the date of issuance. If the product is not received within the 21-day time, the RMA is void and the product cannot be returned.
- All items must be returned to Forbes Industries in their original package, unused, and freight prepaid.
- If a return has visible damage, it will be refused.
- If received with concealed damage, a deduction for repairs will apply.
- Any merchandise not received in original or commercial grade packaging will not be eligible for credit.
- The restocking fee for standard catalog items is 25%
- Wood Products are not returnable.
- Custom products are not returnable.
- Carts with logo carpets are not returnable.
- Public Guidance Posts and Ropes are not returnable.
- Replacement parts are not returnable.
- Large quantity purchases are not returnable.