



RETURN POLICY

All returns must be pre-authorized and must be of current, non-discontinued stock. Lotus & Windoware, Inc. (the "Company") reserves the right to refuse a return due to condition, quantity, existing stock levels, or age of product.

All product must be in its original packaging, including instruction manuals and all accessories. Product must be in "new", unopened and unused condition. Blind packaging and labelling cannot reference any names other than "Lotus & Windoware, Inc.". All returns must be in full carton quantities. Loose pieces will not be accepted. If shipping LTL, all material must be palletized and shrink wrapped to minimize damage to the product. Cartons shall not be marked, torn or otherwise damaged. All returned product must be in saleable condition.

Damages and shortages must be reported to the carrier at the time of delivery and noted on the delivery receipt. Acceptance of delivery without noting damage or shortage shall mean that the complete order was delivered in good condition and shall operate as a waiver of any claim for lost, missing or damage product. Damaged items must be held for 14 days for inspection if deemed necessary by either the Company or the freight carrier. Claims for damaged merchandise, shortages or any other product dispute must be brought to the attention of the Company within 48 hours of the date of delivery. The Customer must contact customer service at RMA@lotusblind.com or (800) 338-8826 to receive a Return Merchandise Authorization before shipping any product back to the Company. Product returns which have been authorized by the Company, but are the result of errors in the Customer's purchase order, will be shipped at the Customer's expense and shall be subject to a restocking charge of not less than 35% of the invoice amount.

Customer shall be responsible for all return shipping costs. If the Company picks up the returned product, shipping charges will be offset against credit for the return.

Upon receipt of the returned product, the Company will inspect the product, labelling and packaging to insure that the product is current stock and remains in saleable condition with no visible damage or alterations, such as cuts. Any product found to be old or discontinued stock or to be damaged or altered will be refused and customer may provide written authorization for the Company to dispose of the product or ship it back to customer at customer's expense.

If the product is found to be in acceptable condition for return, the Company will credit customer the original invoice amount, less a 35% restocking fee, less any shipping expenses incurred by the Company. Credit shall be applied to customer's open and/or future invoices. No credit will be applicable to shipping and handling.

Corporate Office: 14450 Yorba Avenue, Chino, CA 91710 Phone (909-606-8866) Fax (909-606-8804)
Warehouse Facility: 6225 Global Drive, Ste. 110, Memphis, TN 38141 Phone (901-362-9093) Fax (901-362-9674)
Phone 800-338-8826 • Fax 800-810-3220

www.lotusblind.com

Acceptable
Palletizing



Unacceptable
Palletizing

