

# RETURN/REPLACEMENT FORM

Warranty Email: [warranty@matrixcabinets.com](mailto:warranty@matrixcabinets.com)

Fax (912) 366-0122

Please fill out this form in full. All fields are required and will not be processed unless this form is filled out in its entirety. Fax form to (912) 366-0122 or email to [warranty@matrixcabinets.com](mailto:warranty@matrixcabinets.com)

**RETURN**

**REPLACEMENT**

Company Name \_\_\_\_\_ Date \_\_\_\_\_

Phone Number \_\_\_\_\_ Email Address \_\_\_\_\_

Matrix Cabinets Invoice# (required) \_\_\_\_\_ Date of Shipment \_\_\_\_\_

If available, please provide PO# on cabinet box (K/D only) \_\_\_\_\_

Item(s)/Part(s) for return/replacement. Please specify SKU(s) and part (door, drawer header, glides, etc)

## REASON FOR RETURN *(required)*

Wrong item or quantity ordered

Other (Please specify) \_\_\_\_\_

## REASON FOR REPLACEMENT *(required)*

Ship replacement to \_\_\_\_\_

### Return only

Please note that returns are only accepted K/D, in good condition, and in original packaging. Assembled cabinets are not accepted for return. Returns are accepted up to 60 days after shipment date. All returns are subject to inspection and a 25% restocking fee. Returns are accepted for credit only to dealer account. Dealer is responsible for return freight. Credit must be used within 6 months of issue.

### Replacement only

**Please note that items damaged due to shipping can only be claimed up to 7 days after shipment date.** This includes and is not limited to shipping damages, dents or scratches. Replacements will not be issued for any damaged items that are altered or installed (i.e. handles) unless it is an issue under factory warranty. Replacement items ship via ground carrier. Expedited replacement items cannot be accommodated. All damaged items must be submitted at one time. Otherwise, additional charges may occur. Some replacement parts are subject to availability, and may differ from those originally supplied. Please see warranty page and catalogue for more information.

**Please send photographs of item(s) claimed for replacement to [warranty@matrixcabinets.com](mailto:warranty@matrixcabinets.com) Photographs must provide evidence of reason for replacement. If photographs are not received within 30 days of claim, Matrix Cabinets reserves the right to charge dealer for replacement items unless arrangements are made to return claimed items.**

*I, the undersigned, hereby declare the above information to be true and correct to the best of my knowledge.*

Form Prepared By (Print Name) \_\_\_\_\_ Title \_\_\_\_\_

Signature \_\_\_\_\_