

# ShopFNC.com and F. N. Cuthbert, Inc.

## Terms & Return Policy

### **Shipping Damage**

Whenever shipping related damage is discovered, keep the damaged product in the original carton along with the packing materials. Contact **F. N. Cuthbert, Inc.** to report any damage within 5 days of receipt of the package. A representative of the carrier may subsequently schedule an inspection.

#### **OBVIOUS CONTAINER DAMAGE**

Shipments with damaged container(s) are to be brought to the attention of the carrier at the time of delivery. Also, contact **F. N. Cuthbert, Inc.** to report any damage.

#### **CONCEALED DAMAGE**

Shipments should be opened promptly upon receipt and thoroughly inspected. Concealed damage must be reported to **F. N. Cuthbert, Inc.** immediately. The container(s) and contents of damaged shipments must be made available to the carriers for inspection. Claims for damage usually require that the item or items be inspected by the original carrier in the original shipping carton. DO NOT return damaged merchandise unless authorized to do so.

### **Shipment Shortages**

Each shipment should be examined promptly and thoroughly by the purchaser upon receipt. All claims for losses and/or shortages must be made to **F. N. Cuthbert, Inc.** within five (5) days of receipt of shipment.

### **Returns**

Items may be returned within thirty (30) days of receipt for a Refund/Credit or Exchange (less shipping and restocking charges\*). Items must be returned in **new condition, prior to installation and use**, and in the original manufacturer's packaging. A Material Return Authorization (**MRA**) number is required for all returns. Refunds/Credit will not be issued for products returned without an MRA number. Contact **F. N. Cuthbert, Inc.** to obtain this MRA number. You will be notified of any restocking charges that may be applicable to said return. Return of items ordered in error must be shipped back prepaid, via your preferred shipping method. We strongly recommend that you insure the shipment for your protection. Refunds/Credit will not be issued for any items that are damaged in transit to F. N. Cuthbert, Inc.

*Send returns to:*

**F. N. Cuthbert, Inc.**

**MRA#**

**3151 South Avenue**

**Toledo, OH 43609**

**PH: (419)385-0881**

**Fax: (419)385-3716**

**E-mail: [sales@fncuthbert.com](mailto:sales@fncuthbert.com)**

### **Cancellation of Orders and Order Changing Policy**

Any order alteration, change in specifications, change of shipping schedules or any other conditions of sale must be done with the express consent of F. N. Cuthbert, Inc. Any loss or cost incurred resultant from such alteration, order change or cancellation may be subject to remuneration or other compensation payable to F. N. Cuthbert, Inc.

**CANCELLATION AND/OR CHANGE REQUESTS** - All cancellation requests must be confirmed by fax, e-mail, or written letter and should include the original purchase or internet-generated order number, part number, quantity ordered, and the reason for the cancellation or change. A **restocking charge\*** (plus shipping costs) will be charged for the return of standard or stocked items that are shipped prior to the request for cancellation.

Manufactured items (non-stock or made-to-order) that have entered into the formal stage of production or items that have already been shipped are not eligible for return, nor can they be changed, or canceled.

*\*Restocking charges are variable, dependent on the manufacturer and circumstance surrounding the return. Please contact F. N. Cuthbert, Inc. regarding the details specific to your request*