

Warranty Information

ACME started doing business in Los Angeles, California in 1985. Today we have six branches located in San Francisco, New York City, New Jersey, Texas, Atlanta, Miami, and one distributor in Arizona. From the beginning, we have set out to provide our customers with service, value and quality. In our new 1,600,000 square foot fully racked warehouse in Los Angeles, we can ship out most orders within 48 hours. In most instances we can ship 90% of the items requested. This is possible due to the fact that we maintain inventory at all times. We also offer our customers a traffic department that offers the most competitive freight rates. Over the years, ACME has been working with many of the same factories in Malaysia, Taiwan, Vietnam, Indonesia, and Brazil and of course China. Because of our long-term relationships with these factories, we have been purchasing our products at the most competitive prices in the industry. We are proud to say that in most cases, ACME will be able to beat our competitors' prices. Nothing is more important than quality. That is why ACME maintains its own quality control personnel in every country where we do business. Every item must meet our exact standards. Nothing less will do. We are very proud of the growth ACME has realized since 1985. Besides the six branches we also maintain showrooms in Tupelo, Mississippi, High Point, North Carolina, and our newest showroom in Las Vegas, Nevada. In addition, we value our loyal customers and the many friendships we have developed with our clientele.

Returns:

- Any claim for defective merchandise must be packed in Acme's Original Boxes without any writing on the box. Claims for defects or missing parts must be made within 60 days. After 60 days there is no service agreement. No Exception.
- Pictures are required to claim defective merchandise with a copy of an invoice. Please e-mail or mail to: rma@acmecorp.com for City of Industry shipments. Please contact your local warehouse for their procedure.
- We will not accept any exchange or return on any used, previously displayed, or assembled merchandise.
- There will be a 20% re-stocking fee for all returned items. (Call for details).
- Any claims for merchandise damaged in transit must be made through the freight carrier. Before signing the freight bill, please inspect all boxes for damages. (Please make sure the carrier signs the freight bill for any damages).
- All returned shipments must be freight prepaid with RMA number and original invoice.
- Online accounts using Drop Shipments, Acme will not be responsible for any freight charges.
- No cash refunds. Exchange and credit only.
- Any exchange for defective merchandise will be shipped with the next order to customer's warehouse only.
- For all damage claims, please have the original invoice and RMA number.

To avoid delays, please let us know in detail about your question, so your question is sent to the proper department.

18895 E. Arenth Avenue, City of Industry, CA 91748
Phone: (626) 964-3456
Toll-Free: (800) 392-8168
Fax (1): (626) 964-3940
Fax (2): (626) 964-3946