



### **Frog Furnishings Return Policy**

You may return any new, unused and resalable items within thirty (30) days of delivery for a refund. Returned items may be exchanged as well. Customized or personalized products are non-returnable. A 20% restocking fee will be applied to all returns. Freight must be prepaid by the customer on any return that is not due to a manufacturing error. If Frog Furnishings determines the return is due to a manufacturing error, Frog Furnishings will pay for the freight to return the items. No collect shipments will be accepted.

A Return Material Authorization (RMA) must be obtained from Frog Furnishings' Customer Service Department before returning any item, no matter the reason. The RMA number must be labeled clearly on the outside of the returned shipment and on all shipping documents. Frog Furnishings will refuse any shipment that does not adhere to this policy.

Frog Furnishings inspects all returns and reserves the right to refuse credits on damaged, misused or non-resalable items.

### **Frog Furnishings Inspect Upon Delivery Policy**

Frog Furnishings requires that all customers inspect and ensure they have received all products for a delivery within (14) days of receiving the shipment. Items signed free and clear by the customer will be considered a complete and delivered shipment. Any requests for missing items must be made within (14) days or customer is responsible for purchasing new items.

### **Frog Furnishings Product Warranty**

Frog Furnishings provides a limited warranty on all materials and workmanship for five (5) years on any product made completely from our Resinwood plastic slats and recycled plastic bases. Frog Furnishings provides a limited warranty on all materials and workmanship for (1) year on any product made of steel, aluminum or a combination of metal and plastic.

The warranty excludes vandalism, improper use, product alterations, misuse, negligence, accident, theft, corrosion caused by chemicals, ice or snow damage and acts of God. The warranty does not cover any product used as a component of and/or a finished good for a manufactured primary product without the prior written approval of Frog Furnishings.

Frog Furnishings warrants against rotting, decay or termite infestation for fifty (50) years for our plastic products. Any claim under this warranty must be filed within the warranty timeframe of original invoice date and must be accompanied by the original invoice or invoice number.