

ORDERING POLICIES

PLACING YOUR ORDER

ProCraft Cabinetry accepts written orders only and may be submitted using the ordering form located in the back of this catalog. You may also send an email with a list of items as long as ProCraft's nomenclature is used.

ORDER PROCESSING

If you have any questions or concerns, every Dealer account has a dedicated Client Services Representative that your orders may be submitted to. Once an order has been submitted you will receive an order acknowledgment with an estimate for you to review. Estimates must be approved, in writing, before the order will be processed.

ORDER CHANGES

Change orders are not permitted once an order has been approved. Orders may be canceled up until the order has been picked from inventory. All canceled orders are subject to a 25% restocking fee. The change order must be submitted as a new order and will be placed at the beginning of the order processing queue.

SHIPPING

Deliveries will incur additional charges which will be included separately on your estimate. When you are submitting your order, specify whether it will be a pickup or delivery order, along with the delivery location and address. Someone must be present at the time of delivery to receive and sign for the order. ProCraft schedules orders as they are received. Rush orders may incur additional charges.

SCHEDULE FOR SHIPPING

ProCraft schedules orders as they are received. Rush orders may incur additional charges. Shipping is not included in the price. A shipping price will be provided for you in addition to your order price.

RECEIVING POLICIES

CHECK YOUR ORDER

Someone must be present at the time of delivery to receive your order. It is your responsibility to inspect your order for any missing items or visible damage. Any missing items or damaged packaging must be notated on the BOL or delivery ticket before signing any paperwork from the driver. If the BOL is electronic, be sure to request the driver to allow you to add notes on the device before signing. Report any issues to your ProCraft Cabinetry Representative immediately with clear and visible photos of the damaged products and your copy of the Bill of Lading. ProCraft is not responsible for loss or damage that occurs during shipment after you give the carrier a clean receipt. All damages caused during delivery are not covered under warranty. Concealed damages must be reported within 48 hours of delivery.

MISSING ITEMS

If there are items missing from your order, ensure to get a copy of the Bill of Lading and clearly notate which components are missing.

DAMAGES

Please inspect all boxes for visible damage in the presence of the carrier representative. Report any issues to your ProCraft Cabinetry Representative immediately with clear and visible photos of the damaged products and your copy of the Bill of Lading. ProCraft is not responsible for loss or damage that occurs during shipment after you give the carrier a clean receipt. All damages caused during delivery are not covered under warranty.