

REPLACEMENTS & RETURNS

DOCUMENT YOUR ITEMS

You need to receive any damaged components that arrive—do not reject any items. All concealed damaged items must be reported within forty-eight (48) hours after the product has been delivered. All claims should be reported to your ProCraft Cabinetry location via your Representative by sending the order information regarding the issue and pictures showing the damage.

FILING A CLAIM

To file a claim, submit the claim form located in the back of this catalog along with pictures of the damage. All claims will need to be authorized by ProCraft prior to return shipment. Products that have incurred damage due to user error are replaced at the client's expense and will not be refunded under any circumstances.

RETURNS

Returns accepted on RTA cabinetry are subject to a 25% restocking fee of the order total. Boxes must be unopened, clean, and unmarked. Returns will be credited only upon return and inspection of product when it arrives back to ProCraft. Assembled/installed cabinetry is considered to be custom built and is therefore nonreturnable. We cannot accept returns on any pieces of trim (this includes all types of molding, toe kick and plywood panels). We will not process any returns if the product returned is missing or incomplete from the original shipment. Returns must be submitted within 30 days of delivery.