

Terms and Conditions

Dealer Policies

- As an authorized US Cabinet Depot dealer, it is your responsibility to communicate our policies, product information, order information, claim information, ect. to your customer.
 - **US Cabinet Depot will not provide any details to your customer at any time, nor will we be held responsible for any inaccurate information provided by you or your associates.**
- All online resale of US Cabinet Depot products must be approved prior to offering it for sale.
 - If online resale is approved by US Cabinet Depot, you are only allowed to resell on the website specified at the time of approval. Approval for resale on additional websites will need additional approval from US Cabinet Depot.
- Prior to publicizing your selling price, all dealers must adhere to the minimum advertised price as confirmed with your US Cabinet Depot representative.
- US Cabinet Depot reserves the right to monitor and modify dealer accounts as it applies to the company standards, (i.e. active status, eligible discounts, etc.).

Order Processing & Payment

- All orders from US Cabinet Depot approved dealers will be accepted online only.
- Large quantities of a single item, or larger orders, may trigger an **Order Review** process that will require US Cabinet Depot approval prior to proceeding to checkout.
- **Full Payment is required before an order will be processed.** (This includes backorders and approved written add-ons).
- Payment can be made by Credit Card, Debit Card, ACH, or PayPal.
 - US Cabinet Depot cannot be held liable for payment methods that are not owned and/or managed by the dealer.
- Any order, or change, that is unable to be completed on the website, must be submitted in writing to info@uscabinetdepot.com. Such requests exclude the order(s) from standard lead times.
- Once the order is in process, no changes can be made. Additional items can be processed online as a new order.
- **Shipped Order Lead Time**
 - Flat pack warehouse pickup orders are processed and made available for pickup within 3 full business days.
 - Assembled orders are processed and shipped within 5 full business days.
- **Warehouse Pickup Order Lead Time**

- Flat pack warehouse pickup orders are processed and made available for pickup within 3 full business days.
- Assembled warehouse pickup orders are processed and made available for pickup within 5 full business days.
- Rush services are available for both flat-pack and assembled orders for an additional fee as calculated on the website.
 - All orders with rush services are subject to total item quantity review.
 - The “Rush Fee” only applies to warehouse processing time and does not apply to transit time to your destination.
- **Flat-Pack**
 - All orders with rush services are subject to total item quantity review.
 - Same-day shipping is available for flat-pack orders placed by 12:00 PM (local fulfilling warehouse time). Orders placed after 12:00 PM will be processed the following business day.
- **Assembled**
 - Rush services for assembled orders are processed and available for warehouse pickup or shipping within 3 business days.
 - US Cabinet Depot reserves the right to activate or deactivate rush services at the company’s discretion.
 - Rush services are unavailable for discontinued lines. Combined orders subject to refund of rush fee.
 - Rush services must be selected at the time of checkout.
- “Day One” starts on the **NEXT** full business day after the order is placed.
- Cancellations after the order is picked will be subject to a 10% processing fee.
- Cancellations made after an order has been loaded onto a carrier’s truck, or picked up, are subject to a 20% restocking/processing fee.
 - Assembled orders do not qualify for cancellations once assembly is completed.

Backorders

- US Cabinet Depot reserves the right to activate or deactivate backorders for certain styles, colors, or SKUs at the company’s discretion.
- A backorder will not be released until all items on the backorder have been replenished in the fulfilling warehouse.

Assembly & Modifications

- Assembly and limited modifications are available for warehouse pickup and freight shipped orders (from select warehouses) for additional labor and shipping fees as calculated by the website.
- A limited number of modifications are available **on framed assembled items only**, including:
 - Increased Depth
 - Decreased Depth
 - Prep for Glass: Route Door(s) & Finish Interior
 - Double Oven Conversion
 - Convert to Sink Base

- Modifications exempt the entire order from normal lead times and can take up to an additional 5 business days for completion.

Shipping & Delivery

- Shipped orders, with the exception of small parcel orders, are packaged in individual boxes, placed on a pallet, shrink-wrapped, and strapped.
- Shipping charges are calculated online at the time of checkout.
- US Cabinet Depot reserves the right to fulfill orders between multiple shipments from different distribution facilities, without prior notification to the customer and with no additional cost applied.
 - If a customer requests changes to their selected shipping method after the time of checkout additional charges may apply.

LTL Shipping

- There is a 2-5 business day standard transit time with LTL carriers. **Please account for at least one extra day for residential deliveries and deliveries requiring a scheduled delivery appointment.**
- **Shipping charges must be paid for when your order is placed online.** Orders exceeding standard LTL sizes are subject to additional fees for Full Truckload shipping.
- Orders requiring truckload services are subject to an order review process. Shipping will be quoted based on the ship-to address specified on the order request submitted.
- Freight accessorials, such as Residential Delivery and Liftgate Service, are charged separately and added to the shipping rate calculated on the website at the time of checkout.
- You will receive a tracking number by email the day after once the order has shipped.
- All destinations must be tractor/trailer accessible, or Limited Access fees will be applied as assessed by the website.
- For residential deliveries and deliveries requiring an appointment, the freight company will reach out to the ship-to contact (consignee) 24 hours in advance to schedule the delivery (usually a 3-4 hour window).
- Shipping charges cover one delivery attempt. The customer is responsible for any additional shipping and handling charges for delivery failure due to customer circumstances.

LTL Delivery Policies

- The driver is only responsible for placing the pallet on the ground for deliveries that had lift gate services selected at the time of checkout.
- Address classifications are based on city zoning, therefore it is possible to have a commercial property in a residential area. In this case the delivery would be considered residential, and subject to the residential delivery fees and conditions.
- A responsible party must be present to inspect, inventory, and sign off on the delivery.
 - You must notate any discrepancy in pallet count on the driver's delivery receipt if the number of pallets delivered does not match the number listed.
 - Careful inspection of all packaging is required. Any visible damage must be noted on the delivery receipt at the time of signing and supported with photos.

- If packaging appears compromised but internal damage is uncertain, you must note this on the delivery receipt to preserve the right to file for concealed damages later.
- Do not reject damaged items. All deliveries should be accepted, with damages documented and reported through an online claim. (See “Missing and Damaged Items” section for additional requirements.)

Regional Delivery

- Regional delivery is available in select markets. Rates and available services vary by market. For details on rates and coverage areas, please refer to the Regional Delivery Guides on the Dealer Portal.

Warehouse Pick Up Orders

- Orders must be picked up within 10 business days of receiving the ready for pick-up email notification.
- After ten business days has passed, storage fees will begin to accumulate as follows:
 - \$25/day per open order
 - Fees will accumulate up to two weeks, maxing out at \$250
 - Five weeks after the ready for pickup notification has been sent, the order will be returned to inventory and refunded less the max \$250 and a 10% restocking fee.
- If storage fees are applied to your order(s), the order(s) will be released for pickup after any fees assessed are paid for in full.
- Orders placed for warehouse pickup are not palletized, wrapped, or strapped for shipping purposes.
 - If you are sending a delivery service that requires secure palletizing of products, the order will incur additional packaging & labor fees and must be approved by US Cabinet Depot prior to pickup.
- For liability purposes, US Cabinet Depot will not help load warehouse pickup orders without approval from the pickup party.
- Orders must be picked up in safe and compatible condition in accordance with the product and environment. US Cabinet Depot cannot be held liable for damage that occurs due to improper weather or equipment conditions.
- US Cabinet Depot will not accept transit damage claims on warehouse pick-up orders that are picked up and/or shipped with delivery services contracted out at the dealer's discretion.

Replacements for Missing or Damaged Items

(Including Concealed Damage):

- US Cabinet Depot has final determination of resolution for any manufacturer warranty claims submitted. Solutions should be discussed with US Cabinet Depot prior to being promised to the end customer.
- Blemishes or other damages not impacting the structural integrity of a cabinet will not warrant a full cabinet replacement. US Cabinet Depot reserves the right to provide alternative products or components as solutions.
- **Freight claims for obvious damage or shortage can only be accepted when indicated on the bill of lading.**
- Freight damage claims must be filed within 5 business days. No claims will be allowed without the proper paperwork noting the damage at the time of delivery.
- To file a claim for damage or a shortage, please log into our website and use our damage claim module.
- The following must be included to process the claim:
 - Order number
 - Buyer's name
 - Shipping address for replacements
 - Brief description of damage or shortage, including item numbers and/or parts
 - PICTURES of the damage are required
 - Pictures of the damaged packaging and product are required to be eligible for full replacement.
- Upon receipt of the damage claim, we will review the request within 48 business hours. Replacements will then be shipped out within 24-48 hours.
- Expedited shipping service is **NOT** available for replacements and/or parts.
- All damages must be documented and reported upon opening the boxes.
 - Missing items must be reported within **two weeks** from delivery.
 - Concealed damages must be reported within **one month** from delivery.
- Items that have been assembled and installed **cannot** be claimed as damaged
- **US Cabinet Depot cannot be held responsible for any labor costs accrued during the installation of any of its products sold via any of its channels of distribution. This includes, but is not limited to, items that may be flawed or have become damaged in transit.**

Return Merchandise Authorizations (RMA)

- All returns must be authorized by US Cabinet Depot prior to return shipment.
 - For authorization, please send an email request to support@uscabinetdepot.com.
- Returns must be received by US Cabinet Depot within 30 days of purchase.
- All items must be returned in original, unopened packaging; therefore, **no returns on assembled cabinets.**
- No returns on trims, mouldings, fillers, panels, or sales tools.
- No returns on discontinued cabinet styles.
- Qualifying returns will incur a 20% restocking fee.
- The customer is responsible for setting up and covering all return shipments.
- Any returned product deemed unsellable will not receive credit.

Marketing Policies:

- US Cabinet Depot cannot be held liable for applicable marketing costs for marketing our products.
- Private labeling is done at dealer's discretion.
- The use of any images and sales materials in your private label marketing can be released by emailing info@uscabinetdepot.com.

Display Policy

US Cabinet Depot is happy to partner with our displaying dealers. We offer a 50% credit on US Cabinet Depot products that are ordered and installed in a dealer's showroom. Products can only be for display, not for functional use. Desks, bathrooms, breakrooms, etc. are not eligible for rebate. Each dealer can earn up to a total of \$2,500 in credits. The display items must be ordered online, paid in full, and pictures sent to info@uscabinetdepot.com of showroom installation before a credit can be released. Please note: Drop-shipped items do not qualify as part of the Display Program.

Third Party Design Programs

- US Cabinet Depot does not guarantee the accuracy of any third-party design software. This includes (but is not limited to) Design Flex (2020 Design) and ProKitchen Design softwares.
- Please refer to your dealer portal for accurate information on US Cabinet Depot product specifications and pricing.