

NBH Mail Order Damaged Merchandise Policy

Effective January 1, 2006

Although rare, damage can happen through the shipping process. Be sure to have damage noted and refuse delivery. If damaged material is accepted, purchaser will pay all return charges. If, after removing your item(s) from its packaging you notice a defect or damages, please contact us immediately. If an exchange is needed, the item(s) must be new and unused. All claims must be made within 48 hours after receiving product. Retain all packaging and contact us at immediately to obtain a Return Authorization Number. RAN numbers must appear on the outside shipping carton on all defective returns along with a copy of the packing list stating a list of contents. Defective return shipments without a RAN # will be refused and return to the shipper at their expense. Credit will be extended on only those items listed on the original customer return authorization request. Items returned with either broken or missing parts are ineligible for full credit. Natural Built Home, Inc. will bill back the customer for the cost of the broken or missing parts on products returned. Items returned in un-saleable or abused condition are ineligible for credit and will be returned to the shipper at the customer's expense.

Sincerely,

The Natural Built Home Staff



Safe for you. Sustainable for your planet.