

Inspection and Acceptance of Goods: Buyer will immediately inspect the Goods for damage, defect or shortage on delivery at Buyer's specified site and will be responsible for all costs related to such inspection. Buyer will be deemed to have accepted the Goods as delivered, unless Buyer provides written notice of any damage, defect or shortage to Seller within 5 business days of delivery.

Any indentations, punctures, etc. to the shipping cartons should be noted by receiving personnel on the bill of lading. It is then the purchaser's responsibility to file any claims with the carrier within five days of delivery. Please note that an inspection report does not represent a claim.

Shipment Deferral/Storage: If the purchaser is unwilling or unable to accept delivery when the order is ready for shipment, on or after the requested ship date, the shipment may be transferred to a storage location and invoice the shipment at that time. All storage charges become the responsibility of the purchaser.

Return Policy: Orders cancellations are accepted only prior to order shipment. After order ships, any and all freight or delivery expense becomes the sole responsibility of the customer for any cancellations or returns.

Product returns require a Returned Merchandise Authorization (RMA) number. This is provided by Morrell Industries Customer Service Department.

Products returned undamaged in the original packaging within 30 days will be subject to a 25% restocking fee.

Returns for reasons other than valid warranty claims are subject to Shipping & Handling, Restocking, and/or Restoration charges to be determined upon inspection of receipt. Products returned damaged will not be approved for credit.

Products held by the customer in excess of 30 days may not be returned for credit.

Product exchanges subject to managerial approval.

Return Product to:

Morrell Industries

8683 Virginia Meadows Drive
Manassas, VA 20109
Attn: RMA# (provided by Morrell)

Custom Policy: Customized items cannot be returned except for modifications. Custom Orders can not be cancelled without managerial approval. Customer is responsible for all work completed on custom orders.

For more information call 1-800-994-3002 or email support@morrellindustries.com