

Return Policy Important Information

In case of damage, shortage, and/or incorrect shipment

Breakage or Damage

Freight, Express or non-CED truck delivery

Note: According to the contract terms and conditions of the Carrier, the responsibility of the Shipper ends at the time and place of shipment. The Carrier then assumes full responsibility for the shipment.

1. Whenever possible, note the damaged items on the freight bill before signing. Notify the local agent of the transport company immediately.
2. Hold all damaged goods with container and packing for inspection of the examining agent. Do not return any damaged goods prior to inspection and authorization of the transport company.
3. File appropriate claim against transport company. Substantiate claim by examining agent's report. A certified copy of CED Elevator Supply Division invoice will be available upon request.
4. Contact CED Elevator Supply Division regarding your requirements for replacement material.

Federal Express/UPS shipments

1. Contact local FedEx or UPS office regarding damage and insurance claim.
2. Retain container and packing for inspection purposes.
3. Each FedEx/UPS office has a different method of handling claims and will advise you of their procedures.
4. Contact CED Elevator Supply Division regarding your requirements for replacement material.

Shortages

1. Check for pack slip notations; shortage may have been due to back order or split shipment.
2. Recheck package, particularly for small items. Ascertain that items were not removed by personnel prior to complete unpacking and checking.
3. Notify CED Elevator Supply Division immediately by fax; provide packing slip number slip number and details of shortage.

Incorrect Shipment

1. If all material received does not correspond with your order, notify CED Elevator Supply Division immediately; provide packing slip number and details of problem with shipment.
2. Hold incorrect material until return shipping instructions are received.

Returns

Do not return any items, whether damaged, incorrect, or excess material until complete return shipping instructions are received from CED Elevator Supply Division!

Return for Credit Policy

1. Merchandise must have a "Return Authorization Number."
2. "Returns" must be identified by CED Elevator Supply Division invoice number or packing slip number.
3. No material can be accepted for return after 90 days from date of sale.
4. "Special" or modified material is not eligible for return.
5. Restocking charges, where applicable, will be deducted from credit memo.
6. All return material is subject to incoming inspection and must be in original carton.
7. Original carton shall not be used as shipping carton.
8. Acceptance of return material is at the sole discretion of CED Elevator Supply Division.

Questions? Answers at...

Western US: 866 CED-ELEV Eastern US: 866-253-2915
or 866-233-3538 • Fax 562-427-8429 or 860-256-2211 • Fax 860-290-8970