

Return & Exchange Policy

Please contact Customer Service department, service@marshfieldbook.com, with any questions or concerns.

Marshfield Book & Stationery guarantees to sell only the best quality products and to deliver within a **TIMELY MANNER** with sure **ACCURACY**. If for any reason you are not fully satisfied with your purchase, we will do our absolute best to make it right.

- Unused merchandise, in sellable condition, may be returned in its original packaging within 30 calendar days from the date it was received.
- Items returned after 30 days (without prior approval) may be subject to a 20% restocking fee. We have the right to deny any returns without prior approval.
- If you require a return due to our error or a manufacturer's error, no restocking fee will apply.
- Defective merchandise may be exchanged for the same item or refund.
- Clearance, special order, and discontinued merchandise is nonreturnable.

Furniture & Equipment:

The same policy listed above will apply. To ensure your complete satisfaction with the many furniture products we have to offer, we highly recommend that you work with your sales representative to ensure you receive the right product to satisfy your needs. For assistance in finding your area sales representative, please contact us at 1-800-980-2665 or service@marshfieldbook.com. **Custom furniture** built to your specifications is nonreturnable unless it is defective or not built to your specifications (or prior approval has been made). **Cancellation of furniture orders** after 48 hours will be charged a 30% fee of the order cost for those items.

Return Process:

- Contact Customer Service at 800-980-2265, your sales representative, or send an email request to service@marshfieldbook.com within 30 calendar days from the date it was received.
- Place the item securely in its original packaging.
- Provide a reason for the return.
- Include a copy of the packing slip, invoice, and details about what is being returned.
- Include order and purchase order numbers.

Freight Damage:

We strive for perfection in everything we do, but if there happens to be a problem with your shipment, we will work vigorously to correct the problem in a timely manner. To report a shipment problem, please contact our Customer Service Department, service@marshfieldbook.com, or give us a call at 800-980-2665.

Tips for receiving a shipment:

- **Verify count** – Make sure you are receiving the same number of cartons as listed on your delivery receipt and sign only for those received. If any shortage is discovered, note the number of cartons you

received on the packing slip and contact our Customer Service department. Occasionally there is not enough time to inspect the shipment at the time of delivery or the delivery is made while you are not there. If this is the case, notify us within 48 hours of your shipment.

- **Immediately Examine for External and Concealed Damage** – If any damage is visible, note it on the packing slip and contact our Customer Service department. If the carton has the appearance that the contents inside may be damaged, insist that the carton be opened right at that time, and you and the driver should make a joint inspection of the contents. All damage discovered should be noted on the delivery receipt. Be sure to retain your copy. Notify us within 48 hours after you received your shipment.
- **Inspect for Concealed Damage** – Even though the delivery driver has left, all cartons should immediately be opened, and the contents be inspected for possible concealed damage. If any damage or shortage is discovered, contact our Customer Service department immediately upon discovery, but under no circumstances should it be put off longer than 10 days after receipt of the order. Failure to report the concealed damage within the 10-day period may result in the denying of your claim.
- **Marshfield Book & Stationery** has the right to deny any returns without prior approval.