

## Return Policy

Except for Stocked products, all Global products are made to order. No returns of non-stock goods will be accepted without written consent and shipping instruction of Global. A minimum restocking charge of 35% may be applied on all authorized returns for credit or refund, provided goods are received by Global in the condition in which they left the factory. This restocking charge may increase depending on the type of product. Global Return Goods Authorization (R.G.A.) numbers must appear prominently on all returns. Global will not be responsible for freight costs. No credit will be given if goods cannot be reused as new. Special orders items, non-stock items, and C.O.M. products are in no event subject to return. All returns must be approved and authorized in writing by Global Customer Service. Global reserves the right to refuse delivery of any unauthorized returns. Return approvals are reviewed, approved and fulfilled as promptly as possible.



## Claims

While Global is not responsible for damage, shortages or other discrepancies which occur in transit (or in storage), Global works diligently to resolve the matter with the carrier if the damages/shortages are noted at the time of delivery. The carrier signs for all goods received in apparent good order. It is the dealer/purchaser's responsibility to examine goods upon receipt and to file any claims with the carrier for losses or damage to the product occurring during transit, including concealed damage. Claims made against Global for apparent defects, errors or shortages should be made by the dealer/purchaser in writing, within 15 working days after delivery. Failure by the dealer/Member to make any claim against Global within 15 days should constitute acceptance of the goods and a waiver of any apparent defects, errors or shortages.



## Samples

E&I Loaner Chair Program allows members to try any in-stock chair for 30 days, member is responsible return freight in original packaging. Non-stock seating samples may be available for significant projects on a case-by-case basis; member is responsible for return freight in original packaging. Case goods and filing samples may be available for significant projects on a case-by-case basis, member responsible for return freight and in original packaging.

