

RETURNS, WARRANTY & CARE

FREIGHT/SHIPPING

Orders will be shipped via the most economical way. Freight charges will be added to invoice. The Forest Drapery Hardware Freight Policy is available online at forestdh.com/new-customer-forms.

RETURNS

All returns must be approved prior to returning by requesting an RGA authorization number. A 25% restocking fee will be applied. No returns accepted after 30 days of receipt of order or on custom orders.

PAYMENT

We accept Visa, Mastercard, American Express & Discover Card. Our invoice price is for check payment. We reserve the right to add a convenience fee for credit card payments. Credit is available upon submittal and approval of a credit application.

SHORTAGES/DAMAGES

Immediately upon receipt, your order should be inspected for shortages, damages, and to insure that there is no concealed damage from shipping. Claims on damages or shortages must be made within 3 days. Please note on the Bill of Lading if there is any possibility of damage. If your driver requires a digital signature, please request an EXCEPTION NUMBER from the driver before signing. Black marks, holes, open ends, over-boxing, re-taping, torn boxes etc., constitutes damage or possible shortage. No concealed damage claims will be filed as they are automatically denied by all carriers. You will be responsible for damaged freight not properly noted on delivery receipt. Our policy is that we replace damaged products per the original order and ship via the original carrier. If your order is damaged in shipping, carriers require that ALL packing materials be kept in order for a representative to inspect the goods. You will be billed for any replacement cost if a freight claim is denied. Replacements for undelivered goods will be sent after freight company has had a reasonable time to deliver order.

WARRANTY

Forest Drapery Tracks are warranted for 10 years. Forest Motors are warranted for 10 years with the exception of the Forest Lithium Battery Tubular Motor for RBS which is warranted for 1 year. Forest Roller Shades are warranted for 1 year. Warranties do not apply to wear resulting from normal usage, damage from mishandling, alterations from original state, abuse, or exposure due to climate conditions over which we have no control. The Tavira collection is the only category warranted for outdoor use, 1 year. Forest Drapery Hardware does not cover the shipping costs for the return or replacement of warranty items.

CARE

Products can be cleaned with a damp cloth. Do not use any type of cleaner or solvent.