

RETURN & EXCHANGE POLICY

1. GENERAL POLICY

All sales are considered **final** unless otherwise approved in writing by Hospitality Essentials LLC (“Company”).

Due to the nature of commercial and custom products, returns and exchanges are limited and subject to the terms outlined below.

2. ELIGIBILITY FOR RETURNS

Returns may be considered only if:

- A return request is submitted within 7 days of delivery.
- The product is unused, uninstalled, and in original packaging.
- The product is in resalable condition.
- Proof of purchase (invoice) is provided.

All returns require prior written authorization from Hospitality Essentials LLC.

3. NON-RETURNABLE ITEMS

The following items are non-returnable:

- Custom-made or special-order products.
 - Used, installed, or altered products.
 - Products not in original packaging.
 - Products damaged due to misuse, improper installation, or handling.
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4. RESTOCKING FEES

Approved returns are subject to the following fees:

- 15% restocking fee – unopened, original condition.
- 25% restocking + inspection/repackaging fee – opened or non-original condition.

Restocking fees will be deducted from the refund amount.

5. RETURN SHIPPING

- The purchaser is responsible for all return shipping costs.
 - Products must be shipped using a trackable and insured method.
 - Company is not responsible for items lost or damaged in return transit.
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6. DAMAGED OR DEFECTIVE PRODUCTS

The Customer shall inspect all goods immediately upon delivery.

Any visible damage, loss, or quantity discrepancy must be:

- Clearly noted on the Bill of Lading (BOL) at the time of delivery
- Acknowledged with the signature and printed name of the receiving party

In addition, all such claims must be reported to the Company in writing within seventy-two (72) hours of delivery.

Failure to:

- Properly note discrepancies on the BOL at the time of delivery, and/or
- Provide written notice within the required seventy-two (72) hour period

shall constitute full and unconditional acceptance of the goods, and the Company shall have no further liability for any damage, loss, or shortage.

7. EXCHANGES

Exchanges may be approved at the sole discretion of Hospitality Essentials LLC.

- Exchange requests must meet all return eligibility criteria.
 - Additional charges may apply for price differences, shipping, and handling.
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8. REFUNDS

- Approved refunds will be issued as:
 - Company Credit, OR
 - Original payment method (at Company's discretion).
 - Refunds will be processed within 7–10 business days after inspection and approval.
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9. ORDER CANCELLATIONS

- Orders may be canceled within 24 hours of placement (if not processed or shipped).
 - Custom or special orders cannot be canceled once production has begun.
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10. FINAL AUTHORITY

Hospitality Essentials LLC reserves the right to:

- Approve or deny any return, exchange, or refund request.
- Determine product condition upon return.
- Modify this policy at any time without prior notice.