

Returns, Warranty & Care

FOREST DRAPERY HARDWARE

2500 DONN DRIVE • CARTERSVILLE GA 30120 • P 678.605.0432 • F 678.823.3894

FREIGHT/SHIPPING

Orders will be shipped via the most economical way. Freight charges will be added to invoice.

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

Please inspect all packages upon receipt, note any loss or damages on the freight company's delivery receipt prior to the driver before leaving. Failure to correctly sign for damaged goods as damaged may impact your right to request a freight claim or replacement order. Immediately notify Forest Drapery Hardware. Claims must be reported within 3 business days.

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 to original state, abuse, or exposure due to climate conditions over which we have no control. No Forest products are warranted for outdoor use. Products can be cleaned with a damp cloth. Do not use any type of cleaner or solvent.

