



RETURN POLICY

Thank you for your order. We are confident that our products will meet your expectations.

Please inspect your order immediately. If there is an issue, please follow these instructions:

Visible damage to outside of cartons:

- Call UPS (or freight company) immediately for a damage inspection report
- Retain outer carton, packing materials and damaged merchandise for an inspection
- Notify our Customer Service Department of the pending claim

For defects/shortages/adjustments:

- All claims must be made within 10 days of receipt of merchandise
- Merchandise may be returned to Roman **ONLY** upon prior authorization
- Undamaged, refused, or unauthorized returns will be subject to a 25% restocking fee
- For authorization, call our Customer Service Department at 1-800-729-7662, ext. 3
- Have your customer number, item and invoice numbers, and reason for return ready and whether you wish to receive a replacement or refund
- If approved, Customer Service will issue a Return Authorization # (RA#) and items will be credited in full
- Authorized returns must be made in original, undamaged packaging, free from retailer labels and must be marked with your RA# on the outside of each carton
- Send the return to us at: **472 Brighton Dr, Bloomingdale IL 60108**