



## Credit / Returns Policy

When there is a credit request for any damages or manufacture door problem, the following steps need to be performed:

- The Credit Request excel file need to be filled properly
  - o This excel file is available at <http://www.pbidoors.com/documents/>
    - Request for credit form
  - o The following information is needed to get all the information concerning the original order (size / model / price etc...)
    - Model # and Size
    - Door Specie
    - Customer PO #
    - Invoice # on which the concerned doors were billed (if available)
    - Item # if available (the item # that appear on the invoice)
    - Qty
    - Return reason
  - o Please note that all this need to be backup by few pictures that show the damage / defective.
    - **Warped doors**
      - Customer need to put a 8' level on the door and measure the gap between the level and the door. We need to see the gap measure. ¼'' tolerance for 7/0 door and less and 3/8'' for 8/0 doors.
    - **Wrong Glass**
      - Customer need to take the picture of the glass area with plastic removed on both sides.
- Once the Excel file is completed, it need to be send to [admin@pbidoors.com](mailto:admin@pbidoors.com) with the required pictures.
- Defective doors need to be put aside until PBI give his own approval for door disposal or for pick-up at PBI own charges.

If customer wants replacement doors, these are all chargeable. No doors are allowed to be **at no charge.**

It is **customer responsibility** to claim the defective doors as per the procedure mentioned before.

PBI salesman can help with all this but all replacement doors need to be paid accordingly because they are managed like brand new doors.

Upon receipt of credit form and pictures with all information needed, credit note will be issued within 24-48 hours.