

Hummel's Return Policy

- **All returns must have prior "Return Authorization" paperwork which can be obtained by contacting our Customer Service Department at 315-866-3860 or 1-800-765-4866. This paperwork ensures a timely pickup by our delivery team and proper credit being issued to your account. The "Return Authorization" paperwork will be presented to you at the time of pickup, and will require your legible signature and printed name.**
- **The following information is required when contacting our customer service department: account number, invoice number, and model numbers of the merchandise to be returned. This information can be found on the packing slip you received with your order. All store returns require your original receipt.**
- **Stock supply merchandise may be returned within 30 days from the delivery date, and is subject to inspection upon return. The merchandise must be returned its original packaging, unmarked, and in saleable condition before full credit can be issued.**
- **Stock furniture and technology merchandise may be returned within 14 days from the delivery date, and is subject to inspection upon return. The merchandise must be returned its original packaging, unmarked, and in saleable condition before full credit can be issued.**
- **No cash refunds will be issued with the exception of store purchases, credit memos will be posted to your account.**
- **Non-stock or "special order" merchandise is non-cancelable and non-returnable.**
- **All damages and shortages to orders should be claimed immediately and no later than 7 days from delivery.**

Thank you for shopping with Hummel's