

PREMIER GALLERY PARTNER RETURN POLICY AND PROCEDURE

A Premier Gallery Partner definition:

A **Premier Gallery Partner** is a customer that has a dedicated Beckham Brothers wall panel area in their store.

Introduction:

At Beckham Brothers, we will make every effort to ensure that your experience meets our expectations. If you wish to return a product(s) and in turn be issued a refund, the following policy and procedure applies.

Please note that returns are *not* automatically accepted nor are return refunds guaranteed.

Beckham Brothers reserves the right to reject damaged and or tampered with product(s) boxes/cartons/packaging.

Return Authorization

To request a return, you must, **within sixty (60)** calendar days of the invoice date send an email to our customer service via email at: customerservice@beckhambros.com with the following attachments in the email:

- a) a completed *Return Authorization Request Form*; and
- b) two (2) pictures of each product(s) that are requested to be returned
 - i. one (1) of the pictures must show the label/dye lot information on the carton

All the following requirements must be met to qualify for a return of the product(s):

1. The product(s) must be in original unopened boxes;

2. Product must be current product;
3. The product(s) cannot be discontinued;
4. The product(s) cannot be a custom order;
5. The product(s) cannot be purchased on sale or clearance;
6. The same production run/dye lot must still be available in our warehouse for each product; and
7. The product(s) must be able to be packaged for shipping with straps for arrival to our warehouse.

Approval

If your *Return Authorization Request Form* has been reviewed and Beckham Brothers approves your request, you will receive a Beckham Brothers Return Authorization Number and instructions from customer service regarding the physical return of the product to our warehouse.

Sending Product(s) Back

You are responsible for arranging the drop-off and or transportation of the approved return to our warehouse **within sixty (60)** calendar days of your invoice date. You must provide your Return Authorization Number and have it clearly identified on the shipment to facilitate the return of product.

You are responsible for all applicable shipping related fees and any applicable return damage cost.

It is strongly recommended for you to take pictures of the shipment prior to shipping in the event a dispute arises with your shipping provider.

Returned product must be shipped to the Beckham Brothers warehouse. The product will not be considered to have been received if it is shipped to Corporate Office or the Sample Department/shop.

The address for returns is as follows:



For Canadian order(s):

1921 Huron Street
London, Ontario
Canada
N5V 5A5
Attention: Beckham Brothers

For American order(s):

2601 David Hutchinson Rd
Rock Hill, South Carolina
USA
29730
Attention: Beckham Brothers

Effective date: August 21, 2023