



12 N. Charlotte St. Mulliken, MI 48861



Made in USA



100% Recycled Product



Eco-Friendly



Cancellation Policy

Thank you for choosing Polly Products to create your custom furnishings. We appreciate your business and are honored to be of service.

Because your purchase is made-to-order, **we encourage you to carefully review your Order Acknowledgment for accuracy.** We begin manufacturing your items shortly after receipt of your order. As a made-to-order manufacturer, we must keep the following cancellation policy in place:

Orders cancelled within 72 hours (3 days) of placement: no charge

Orders cancelled after 3 calendar days of placement but before shipment: 25% fee

Orders cancelled after product has shipped: 25% restocking fee and customer pays outbound and inbound shipping charges from our facility.

****Custom orders, which include special order colors (gray), engravings and plaques CAN NOT BE CANCELLED after 3 calendar days, whether or not the product has shipped. These will be invoiced for 100% of the product order.**

While we make every effort to maintain our published lead times, unforeseen obstacles such as mechanical breakdown, raw material shortages or shipping delays, are beyond our control. **If you have a delivery deadline for a scheduled event or special shipping instructions, it is imperative that this information be conveyed at the time of order placement.** Polly Products will not be liable for expedited freight services that may be required due to failure to advise of deadlines at order placement. In any and all circumstances, Polly Products will not be held liable for any consequential damages resulting from delays in shipment or delivery.