



12 N. Charlotte St. Mulliken, MI 48861



Made in USA



100% Recycled Product



Eco-Friendly



Return Policy

The customer may return any items within 30 days of the original delivery in accordance with the following: Polly Products will, at our option, replace or pay the return shipping costs if the product is defective or the return is a result of our error. If a product is returned for any other reason, the customer is responsible for the shipping costs both ways and will be charged a restocking fee of 25%. **No merchandise returns will be accepted or credit disbursed without a Return Materials Authorization (RMA) issued by Polly Products.** Credit will be issued in the same manner as payment within 10 business days of receiving the returned item in acceptable, resalable condition.

Contact Polly Products Customer Service (877-609-2243 x 221 or customerservice@pollyproducts.com) to obtain an RMA prior to any product being returned. Returns will not be accepted, nor will credit be given, for items returned without an RMA issued in advance by Polly Products and written on the outside of the carton. Please ensure the RMA number is clearly visible on the outside of the carton(s). All returned items should be securely packaged in the original shipping cartons or equivalent to avoid shipping damage. We recommend return shipments are sent using a trackable carrier and are securely packaged. No credit will be given for lost items or missing parts.

Ship authorized returns to the following address:

Attn: Customer Service

Polly Products

12 N. Charlotte St.

Mulliken, MI 48861

For questions regarding returns or to obtain an RMA, please contact us at customerservice@pollyproducts.com or call 1-877-609-2243 ext. 221.

Damage Claims

Polly Products team members strive to deliver the highest quality products, manufactured and packaged with the utmost care. Sometimes things don't go as planned, either here or by the freight carriers delivering our products.

Please carefully inspect your package(s) upon arrival and document any visible damage on the freight bill when signing for receipt and with pictures before opening cartons/pallets. Inspect the components inside the cartons/pallets for damage or defects and document with pictures prior to starting any assembly. **Notify our Customer Service department immediately of any conspicuous damage or missing parts.**

All claims for defective materials or freight damage must be submitted to Polly Products within 14 days of delivery, and must include your invoice number, supporting pictures and a description of the problem. Claims should be emailed to customerservice@pollyproducts.com, faxed to 517-649-2284, or can be mailed to: Attn: Customer Service, Polly Products, 12 N. Charlotte St., Mulliken, MI 48861. Polly Products will provide replacement parts for documented claims free-of-charge with the return of the defective/damaged component (at our expense, to be recycled at our facility) for all products shipped by our carriers on our accounts. Within 10 days of replacement part delivery, please securely package the return using the packaging the replacement part arrived in, and call the carrier noted on the Return Materials Authorization for pick-up. Parts not returned within 10 days may be billed to your account at the company's discretion. Polly Products will not provide credit for missing/unreturned parts due to inadequate packaging or loss in transit. Damage claims for products shipped via your carrier or any carrier other than a Polly Products account should be addressed with that carrier directly, and we will assist you with documentation required to complete the claim.