



12 N. Charlotte St. Mulliken, MI 48861



Made in the USA
100% Recycled Products



Return Policy

The customer may return any items within 30 days of the original delivery in accordance with the following:

Polly Products will replace at our option, or pay the return shipping costs if the product is defective, or the return is a result of our error. If the item is returned for any other reason the customer is responsible for the shipping costs both ways and will be charged a restocking fee of 20%. No returned merchandise will be accepted without a Return Authorization Code 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 reusable condition.

A Return Authorization Code must be received from Polly Products Customer Service prior to any product being returned. Returns will not be accepted, or credit will not be given for items returned without a Return Authorization Code issued in advance by Polly Products and located on the outside of the Package. Please ensure the Return Authorization Code is clearly identified on the outside of the return. All returned items should be securely packaged in the manner received to avoid shipping damage. Credit will not be given for returns that are damaged or missing components due to inadequate packaging.

Ship authorized returns to the following address:

Polly Products
12 N. Charlotte St.
Mulliken, MI 48861

For any further questions regarding returns please contact us at customerservice@pollyproducts.com or call: 1-877-609-2243 ext. 221

Damage Claims

We at Polly Products strive to deliver the highest quality products, manufactured and packaged with the utmost care. But we, too, are only human, as are the freight carriers delivering our products. Please carefully inspect your package(s) upon arrival and document any visible damage 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.

All claims for defective materials or freight damage must be submitted to Polly Products within 14 days of delivery, and include your invoice number and supporting pictures and a description of the problem. Claims should be emailed to customerservice@pollyproducts.com, or you may fax to 517-649-2284. 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). Please use the packaging your replacement part arrived in to package the return, and call the carrier noted on the Return Authorization within 10 days of replacement delivery. Parts not returned within 10 days may be billed to your account at the company's discretion.