

RETURNS & ORDER CHANGE POLICIES

PRODUCT RETURNS

Drop ship products are manufactured to the specifications given in the order for the product. It is the responsibility of the dealer/distributor to ensure that the order is accurate. Carefree cannot be responsible for incorrect order information. Because these orders are custom manufactured to the specifications given in the order, Carefree does not accept returns for drop ship products.

For product received that is damaged in shipment, refer to "052580-012 Book 12, Freight & Return Policies".

For product discrepancies in a received order, refer to "052580-013 Book 13, Order Discrepancies - Policy and Procedure".

CHANGE & CANCELLATION POLICY

With Carefree's "quick order turnaround" process, production on custom drop-ship products begins when the order is approved and placed. For this reason, changes and cancellations are not possible and cannot be accepted for submitted orders.

It is not possible to add additional product to an existing order. It is necessary to submit a separate P.O. for any items not listed on the original P.O. Carefree will combine shipping for separate orders when possible.

Contact Information:

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