



ZEN Wholesale Cabinetry - Cabinets

PURCHASING TERMS, CONDITIONS, & POLICIES

All purchases will be based on your agreement to the policies below. If you have any questions regarding the policies, please ask us.

- Customers must verify layout measurements, quantities, and items before ordering. Notify ZEN of any discrepancies before processing.
- Double-check quote quantities, colors, and sizes before confirming your order.
- A 100% deposit is required for assembled orders before assembly begins.
- Upon pickup or delivery, customers must verify the quantity, color, and size of items against the packing slip. A signature is required to confirm receipt.
- ZEN is not responsible for missing or lost items after pickup/delivery. Unless notified by email.

ZEN Wholesale Cabinetry Return & Exchange Policy

- We do not accept returns or exchanges for assembled, installed, special-order cabinets, or used accessories. Service-related fees (assembly, modification, shipping, delivery) are non-refundable. Customers are responsible for return shipping costs, including LTL, ICS Truck, USPS, UPS, or FedEx.
- For small packages, we accept returns and a pick-up schedule, but shipping charges apply. For LTL returns, customers must arrange shipping independently or through a third party.
- All returns are inspected by our warehouse before refunds or credits are issued. No refunds or credits are guaranteed without warehouse approval. Returns are only accepted within 14 days of the shipped date.

ZEN Wholesale Cabinetry - Missing Items & Damages Policy

- Customers must verify the quantity, color, and size of items against the packing slip upon pickup/delivery. ZEN Wholesale Cabinetry is not responsible for missing or lost items after receipt.
- Report missing items or damages to the shipper within 2 days of delivery; delays may void replacement claims. For customers using their own carrier (e.g., USPS, UPS, FedEx), transportation-related damages must be claimed directly with the carrier, and additional purchases may be needed.
- Match the packing slip with the received items from ZEN Wholesale Cabinetry. Verify quantities, colors, and sizes. Report any discrepancies or missing items to your sales rep within 2 days of delivery. Customers are responsible for missing or lost items after pick-up/delivery.