

Merchandise Return & Cancellation Policy



Because Sitmatic's product is custom manufactured to meet exact customers requirements, we ask that you take care in specifying the chairs. In the event that you need to return chairs that have been built to your specifications, the following charges apply:

Returns

Normally up to 75% if ordered in error by the customer. If in Sitmatic's judgement, the product is in new condition and readily resalable, the restocking fee will be waived or reduced. Many items from our Quick Ship program are considered easily resalable. Contact customer service for specific item information. All other items are considered custom and built to order. Some products, particularly custom engineered items that are individual or site specific, cannot be accepted for return.

Cancellation Charge

No cancellation charges will be assessed on selected Quick Ship items prior to shipment. At minimum, freight charges will be assessed on items cancelled after shipment.

No Cancellation charges will be assessed if the customer cancels prior to production. Commencement of production constitutes Sitmatic's procurement of order specific componentry or actual construction of the seating, whichever is earlier. Usually, but not necessarily, this is 4 weeks before shipment. After production begins, actual and reasonable costs will be charged. All cancellation charges will be billed within six months after notification of cancellation.