



### **Return Policy**

1. Part of the service commitment of Ideal Transport is the ability to handle the returns of furniture for our customers.
2. Furniture must be packaged to handle normal transportation. Factory packaging and/or cartoning is acceptable. Blanket wrapped items may be refused.
3. A copy of the factory Return Authorization must be attached to each item being returned.
4. A copy of the Return Authorization must be given to the driver making the pick-up.
5. Ideal Transport only returns items that they made the original delivery on.
6. Once an Item is ready for pick up, the location where the item is being picked up from must contact Ideal Transport and notify that the return is ready for pick up.
  - a. A copy of the Return Authorization may be emailed to [returns@idealtransportinc.com](mailto:returns@idealtransportinc.com) or faxed to 828-464-8091
  - b. You may also call the office at 828-464-8247 to coordinate the return of an item
7. Ideal Transport assumes no responsibility for damaged items being returned.
8. If for any reason you do not have a factory issued Return Authorization, please contact the office to arrange the return.
9. If you are offered a return, don't refuse it, please call the office and discuss the details of the return to help us better service our customers.