



Americover Return Policy

All sales are final with the following exceptions:

Returns

Custom products cannot be returned

Stock items can be returned with prior authorization in original packaging within 90 days of ship date. A copy of the packing slip or original invoice must accompany the return.

NO RETURNS WILL BE ACCEPTED WITHOUT THESE DOCUMENTS

Restocking Fee

Refunds will be issued in the original form of payment within 5 - 7 business days of receiving the returned item(s). **A re-stocking fee of 25% is deducted from the total refund amount. (Exception: defective or damaged product)** The address for the return will be given with the RA number.

Cancellation Policy

Most orders placed with Americover, Inc. are entered the same day and shipped within 24 hours.

- If your order has not shipped you can cancel the order.
- If your order has already shipped you'll need to refuse delivery or contact Americover Shipping Dept. Please note that you will be responsible for all associated costs.

Damaged products/Shortages

All Defective, Damage and Shortage claims must be reported to Americover within 48 hours of delivery. When possible please notate any discrepancies on the BOL/Delivery Receipt.

****Damaged product must be kept on site for possible inspection until claim is closed . Some claims may take 3-4 weeks to process.**

Visible Noted Loss or Damage - Visible loss or damage is apparent at the time of delivery and should be noted. Noted loss or damage is recorded in detail on the BOL or delivery receipt. When recording loss or damage, please use specific details and try to avoid general or generic terms such as "box damaged" or "torn". This type of notation does not provide adequate support for your claim.

Concealed Loss or Damage- Concealed loss or damage is that which was not apparent at the time of delivery. All deliveries must be inspected within 48 hours of receipt.

Shipper error

If an error has been made in shipping and you have received the incorrect product(s), please call Americover Shipping Dept. at 800-747-6095 SAM - 4PM PST Monday through Friday. All errors must be made known within 14 days of delivery.

Please contact Americover Shipping Dept. at 800-747-6095 SAM - 4PM PST Monday through Friday if you have any questions or concerns.