



PFC Furniture Industries, Inc.
400 Industrial Drive #400
Richardson, TX 75081
Tel: (972) 231-7732
Fax: (972) 231-7738
www.PFCind.com

Price, Quality and Service Matter

Authorized Dealers:

PFC is dedicated to providing quality service to your valued dealers always. Please review the following process and guidelines for merchandise returns and repairs:

1. All damages must be reported within 24 hours
2. All products must remain in its original packaging.
3. Damaged merchandise must be returned to the authorized dealer on file for that purchase. Leaving merchandise at the final intended destination will delay the process.
4. All service requests need to be emailed to support@pfcind.com for a speedy resolution and must include:
 - Dealer Name and Contact Person
 - Item Number
 - Clear explanation of the issue
 - Date of Purchase
 - Invoice Number and date of purchase
 - Clear images of the damage

Our goal is to resolve the issue within 24 hours upon confirmed receipt of your request. The requestor will be notified via e-mail or phone call with the best resolution available to you.

Should we recommend an exchange for replacement, a representative will contact you to coordinate. If it is determined that a repair is the best option, we will contact you to pick up the merchandise. Repairs may include applicable charges for the work.

If the merchandise is left at the final destination or placed to show at your retail location, we will need to utilize the warranty process with the applicable manufacturer. This process typically involves repair or in some instances replacement. In either case, clear photos are required.

All parts request should include the reason for the request along with a clear explanation of the part requested. Any part ordered that does not qualify as warranty replacement will include a charge to the requesting party.

Thank you for your patience and cooperation as we continue our efforts to provide quality and service to our valued customers.