



ALVA Manufacturing Delivery Receiving and Return Policy

Delivery Receiving

At the time of receiving your ALVA Manufacturing delivery, we request that you inspect the product(s). A piece-count is recommended to ensure you have received all ordered quantity of products.

Please note any shortages or damaged products on the Proof of Delivery and/or Bill of Lading.

Shortages

After inspecting your products and notating any shortages on the Proof of Delivery and/or Bill of Lading at time of delivery, please contact ALVA Manufacturing Customer Service to inform us of your shortage within 48 hours (about 2 days) of delivery.

Damages

After inspecting your products and notating any damages on the Proof of Delivery and/or Bill of Lading at time of delivery, please contact ALVA Manufacturing Customer Service to inform us of your products' damage within 48 hours (about 2 days) of delivery.

We require a photograph of the damaged product, with a product label and visible codes to process the Damage Claim.

Upon verification and approval of the Damage Claim, ALVA Manufacturing will either, at its option, (a) replace the damaged products, or (b) issue a credit to your account.

Product Returns

Requests for the return of the product must be communicated to Customer Service within 10 days (about 1 and a half weeks) of receipt.

ALVA Manufacturing will only accept the return of unopened products in undamaged containers within 14 days (about 2 weeks) of customer's receipt of product and Customer's pre-payment to ALVA Manufacturing of all return freight, we will schedule the product pickup and a 25% re-stocking fee. No refund may be issued until the product is received by ALVA Manufacturing and ALVA Manufacturing verifies compliance with the Return Policy.