



Customer Service Policies

Claims Procedure – Please notify our office promptly of any discrepancy in shipments or invoicing. All claims must be reported to us immediately upon receipt of merchandise. When reporting a claim, please refer to your purchase order number, date and HMI's invoice number and sales order number

Return of Goods Policy – When it is necessary to return merchandise, please use the following procedure: Merchandise will not be accepted without prior approval and a Returned Merchandise Authorization Number (RMA) from HMI.

All returns are subject to our inspection and approval.

Call Customer Service and provide the following information:

1. HMI Sales Order Number, Invoice Number and Date of Invoice.
2. Your Purchase Order Number.
3. Description of items to be returned.
4. Reason for requesting return or adjustment.

A determination will be made, and a **Returned Merchandise Authorization Number (RMA)** will be sent to you. This must be noted on all the returned merchandise.

If it is determined that a product is defective or a production error has been made by HMI, return the item(s) freight collect or via HMI's truck **within 30 days**. We will issue credit for products returned along with any freight or delivery charges. The customer will be responsible to properly package the merchandise for return shipping, and for any damage other than the original claim. **If the defective item is not returned within 30 days the credit will be voided.**

Doors returned due to a mistake by the customer will be subject to HMI's restocking fee and accepted only if they are standard (nominal) sizes. (Refer to the size chart) In this case, the return must be shipped prepaid or via HMI's truck. Customers will be responsible for any incurred damage.

Changes or Cancellations – Changes or cancellations of orders after production has been started (normal 3-5 working days from receipt of the order) are subject to a charge proportionate to the expense incurred by HMI. Orders for **special or non-stocking items** cannot be changed or **cancelled** once production has started or materials have been purchased for the order.

New Account Acceptance Policy – An initial order from a new account must be accompanied by the following information:

1. A completed confidential credit application.
2. Names, addresses, and phone numbers at least three (3) verifiable trade references.
3. Certificate of Resale and/or a Federal tax number.

Due to the time required to process a completed and signed credit application, (normally 2-3 weeks) if you'd like to place an order in the meantime we will temporarily set up your account on a 50% deposit and balance on COD basis..

For customers that do not wish to submit a credit application, we will accept orders on a prepaid basis.

Retail Display Policy – please see your area sales representative for details.

Standard Sizes – Replacement and new construction doors in standard sizes of 28x80, 30x80, 32x80, & 36x80.

Custom sizes – Custom Entry Door sizes are available for most styles to fit door openings from 20" to 42" in width in 1/4" increments and 60" to 84" in height in 1/4" increments depending on door design style. Exceptions would be when a minimum width applies. This width is given in the price list under each model diagram. Some styles are available over 84" up to 96" in height. Custom Security Door Sizes are available for most styles from 24" to 48" in width and 70 1/2" to 96" in height. The minimum size is given in the price list under each model diagram. (See Special Sizes on page 14 in the Entry Door Price List and page 44 in the Security Door Price List) Allow an additional four (4) weeks for delivery of certain custom size orders.

How To Order – All orders must be submitted either online at www.hmidoors.net, by fax or email.. If submitting by fax or email our entry form must be used to avoid errors and misunderstanding in terminology. Orders by phone will NOT be accepted.

Our order form is designed specifically for our doors and should help point out all the important facts and features. As with all orders we recommend careful review of your order.

Before orders are moved to production customer signatures are required to acknowledge having thoroughly reviewed and authorized the order to proceed. Orders on hold waiting for an authorized signature for over 30 days will be cancelled.

Completed Orders - All orders completed and not picked up or delivered (at your request) within 30 days will be invoiced.

HMI Doors
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