



**Noritake Shipping Policy Breakage/Return  
Terms and Conditions**

1. FOB Noritake Warehouse- The terms/ conditions of FOB Noritake means that Noritake's responsibility for merchandise ends at our door. Once merchandise has been placed with UPS, FedEx, LTL carrier, and/or a Truckload carrier; we as Noritake are no longer responsible for breakage, loss/damage that is incurred.
2. Breakage Claims- In case of breakage, loss and/or damage is considered a discrepancy in transit and must be directly addressed with the carrier by the consignee for LTL and/or truckload shipments. However, UPS/FedEx requires any discrepancies in transit to be submitted by the shipper. Based on this requirement, Noritake will process the claim on behalf of our customer (the consignee) unless the customer has a damage allowance with UPS/FedEx. Noritake will replace the item/items to the consumer, and the account will be charged for the replacement. If the claim is approved by UPS/FedEx, Noritake will credit the account for the replacement merchandise. However, if the claim is denied by UPS/FedEx we will notify the account and per their request provide them a copy of the documentation received by the carrier and no credit will be issued.
3. Retaining Broken Merchandise- We require that any broken merchandise and packaging must be retained for a minimum of 20 business days. This allows UPS/FedEx the opportunity to do a physical inspection at their discretion. **If the merchandise and/or packaging have been discarded the carrier will automatically decline the claim and therefore no credit will be applied.**
4. Defective/ Incorrect Merchandise- In case of defective merchandise or the wrong item shipped, Noritake will issue a "call tag" to return the merchandise in question at our expense. Replacement will be sent at cost. Credit will be applied once Noritake has received and found the product to be defective. However, if we do not find the merchandise to be defective or incorrect upon receipt from the original order the account will be charged a restocking fee and the cost of the call tag. Additionally, no credit will be issued for the replacement.
5. Canceled/Returned Orders- In the event the customer chooses to return merchandise for whatever reason an RA# must be obtained, they are responsible to pay the freight charges as Noritake does NOT accept unauthorized returns. If Noritake receives broken or damaged merchandise on the returned items, no credit will be applied for the return. There will be a 20% re-stocking fee applied for open stock items and 15% for place settings and other sets.
6. Product Condition- All returned product MUST be returned in resalable condition; this means unused in original packaging with UPC stickers. Any product not returned as such will incur a restocking fee and credit will NOT be issued.
7. Claims- All damaged/lost products in transit must be claimed **within 30 business days for drop ship orders and 7 business days for direct to store shipments from the invoice date.**
8. Photos- May be requested at any time at our discretion or as needed, so please ensure merchandise is held 20 days as required.