

Return Policy

All returns must be authorized prior to shipping. Please call 296-684-5500 or email contact @parkerfinishing.com for return instructions.

Paint Booth Returns accepted:

- Unused/Unopened Paint Booths with metal banding on crate intact to secure credit back within 30 days of ship date. All returns are subjected to a 20% restocking fee. All freight charges related to the return will be the responsibility of the customer.
- Custom manufactured booths are NOT eligible for returns.
- Refunds will not be issued on any order returned that has been used, modified, or missing any of the items included with product delivery.

Product Returns:

- Any unused stock item in the original packaging within 30 days of the ship date.
- All freight charges related to the return will be the responsibility of the customer.
- Any unused stock item in the original packaging within 30 days of the ship date.
- Any shipments refused and returned to Parker Finishing are considered unauthorized returns and will be handled as such. Credit will be subject to the restocking and freight charges related to the return.

Delivery and Unloading

Receiving instructions: BEFORE you sign the Bill of Lading, you must inspect the box or crate. Look for cracked wood, missing sides or tops, puncture marks from forklifts etc.

Everything must be noted on the driver's copy of the Bill of Lading for claim against the carrier if there is visible damage to the crate or product.

Refuse Shipment or Write "Damaged" On the Bill Of Lading

Take Photos Clearly Showing the Damage

Notify Parker Finishing Immediately to Report Damage

If you are not receiving the crate yourself, you MUST pass these instructions on to the appropriate party.

Never accept or sign for heavily damaged goods, please refuse it. Discovery of concealed damage must be reported within 48 hours.

Shipping Policy

Order Processing:

Orders for stock items are processed and shipped within 2 business days. Customers will be notified of any delays for all stock and manufactured to order items.

Parcel Shipments:

Pricing and expected delivery dates are determined based on the shipping service selected. Parker Finishing will not be liable for any damages or delays in shipping. Off-loading of delivery truck, light bulbs, installation, electrical, and local permitting is the responsibility of the customer.

Shipment Tracking:

Tracking information for all shipments will be automatically emailed to the customer. A bill of lading will also be provided for all freight shipments.

Paint Booth Shipping:

All Paint Booths ship directly from our Niles, MI manufacturing facility. Shipping Surcharges may apply.

Paint Booth Delivery & Unloading:

Customers are required to inspect their paint booth crate upon arrival. Your crate should be encapsulated with OSB board. If not, the carrier may have damaged your order in transit.

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Freight Shipments: All freight shipments are FOB origin. Customer assumes ownership once the order has left Parker Finishing. We highly recommend purchasing third party insurance on all shipments. Unless otherwise noted on your order, the cost of shipping shown is for delivery to a commercial address with a loading dock or forklift available for unloading. Customers must be present to receive the shipment on weekdays from 8:00 am to 5:00 pm. The customer will be responsible for any charges if additional services are required. Please note that any additional charges are determined by the freight carrier not Parker Finishing. · Lift Gate Service · Inside Delivery · Residential Delivery · Notification Prior to Delivery · Delivery Appointment · Limited Access · Redelivery