

Return Policy for Skyline Online Store

For questions regarding our Return Policy or our website in general, please contact us by email or phone as listed below.

Our Contact Information is:

Skyline Exhibits Kentucky
552 East Market Street
Louisville, KY 40202

(800) 261-7300

onlinestore@skylinekentucky.com

Product Restrictions

Most Skyline products are made-to-order specifically for you, so we cannot accept returns unless there is a defect or damage to your product. In the event that a product can be restocked, a 20% restocking fee will apply.

Please be aware that product images are simulations and are for reference only; actual product appearance may vary.

Please review art guidelines carefully prior to submitting your order.

Returning Damaged / Defective Items

In cases of damage or defect, the return process can often be expedited by providing a digital image of the damage or defect (along with a clear description of the problem) in an email to our Customer Support Team. In many cases, action (in the form of replacement) can be taken as soon as substantiation of the claim has been provided by the customer.

If the damage / defect cannot be verified over the phone or via email contact, the item may be required to return to your Skyline office for inspection before a determination can be made as to the state of the product.

Return shipping costs are the responsibility of the customer.

If a product is damaged or defective, the recipient must make arrangements with Customer Support Team (email to Online Store contact above) as to how the return should be handled prior to placing the items back in transit to our Skyline office. Products that have been approved for return may also be dropped at our location (see above for address).

How to request RMA (Return Merchandise Authorization)

Contact us at the email address above to request a Return Merchandise Authorization (RMA) number. You must make this request within 30 days of receiving the shipment.

- Specify "Return Merchandise Authorization (RMA)" as the subject of your email.
- Be sure to specify the reason for the return request.
- Describe the product for which you are requesting authorization.
- Attach a document to your email to provide digital images of damaged or defective products.

What the Return Process Usually Entails

1. Print and fill out the Return form (usually included in the initial reply to your RMA request)
2. Include the paperwork in your returning package along with your returning items.
3. Please pack your items properly to prevent damage during shipment. We are not responsible for any damage incurred to items returned to us.
4. Include a written explanation for your return and a copy of the invoice or packing list.
5. Write the RMA number conspicuously on the outside of the package to ensure proper routing upon receipt
6. The RMA number you obtain is valid for thirty (30) days from the invoice date. We reserve the right to refuse acceptance of any returns when the accompanying RMA has expired or where there is no accompanying RMA.
7. Ship the package to the address above unless advised otherwise.
8. No returns are accepted freight collect or COD. Send all returns prepaid and insured for the correct value.
9. If the product is replaced due to defect, it will be delivered to you at no cost.