



MERRILL Y. LANDIS, LTD.

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2019 Remake Policy & Procedure

Merrill Y. Landis, Ltd. guarantees that our products will be made to the specifications as listed on your written Order. All changes to Orders must be done in writing. Any mistakes made by MYL will be fixed at no charge to you. However, if MYL must fix the product, **our liability is restricted to labor only. No claims on fabric, outside labor, or installation will be honored.** No changes on original specifications on Order.

When products are returned to MYL to have a problem fixed that was a mistake made by MYL, there will be no charge – **UNLESS** there is any deviation from the original sizes and/or specifications.

If there are changes from the original Order, you will be charged at least **50%** of the normal labor charge.

If a problem occurs, simply return the product with written instructions using the guidelines listed below. MYL will not be responsible for any verbal communication.

- MYL will not process any Remake without a written Order.
- MYL will not be responsible for anything that is not written on the Order form.
- All Remake products must be folded and wrapped in plastic **before** our driver arrives at your location to pick up.
- All Remake products must have drapery pins and screws removed.
- All Remake products must be clean and odor free.
- MYL must be notified concerning all problems with our products within 30 days of receipt.