




ROCKY MOUNTAIN FURNITURE GROUP
12000 E 45th Ave #109, Denver, CO 80239
Phone: 303-595-9090 | Online: rmf-group.com




Step 1

Contact Rocky Mountain to Schedule Will Call

You must schedule the day you would like to pick up your order. Please provide as advanced notice as possible. Email or call no later than 12 pm the day before you would like to pick up your order.

 Email: orders@rmf-group.com

 Phone: 303-595-9090

Step 2

Will Call Pick Up at Rocky Mountain

When you arrive at RMFG you must provide the following information for your order to be released:

- Your dealer name
- Purchase order number or RMFG acknowledgment number.

Bring a 48" high dock truck, if you do not have a dock truck you will need to bring two people to hand load your vehicle. This is required, especially on large orders.

RMFG's address is:
12000 E 45th Ave #109
Denver, CO 80239

Hours:
Open Monday – Friday: 8 am – 3 pm



Step 3

Before leaving- Visually inspect all pallets and cartons

Before accepting your products, walk completely around each pallet and visually inspect all items to ensure there is no visible damage. Verify the items you are taking match the sales order provided at time of will call.

Sign the sales order provided.

RMFG is not responsible for any visible damages or shortages once product leaves the dock.

Step 4

Before your Install

Prior to installation all boxes and packages must be inspected internally for damages.

In the event of damage or defective items:

DO NOT THROW AWAY THE CARTON OR PACKING MATERIALS AND DO NOT ASSEMBLE THE PRODUCT.

Do not throw away cartons or packing materials until instructed to do so by RMFG.

Your claim will be denied if you discard packaging material or begin assembly of any damaged products.

- Take photos of the damaged box before removing the items.
- Take photos of the damaged area and the entire box including the item number and PO number on the outside of the box.

Step 5

Contacting Rocky Mountain and filing a claim

If there is any internal damage you must contact RMFG within 48 hours of your will call pick up.

Your claim will be denied if external damage or shortages are reported after 48 hours.

When filing a claim, the following information is required:

- Order acknowledgment number, purchase order number, and date of purchase
- SKU number, quantity affected
- Description of damage
- Pictures of the damage
- Pictures of the box where the damage occurred.
- Picture of the overall box if taken out of carton

Contact Rocky Mountain Furniture customer support to report damages or shortages:

ORDERS@RMF-GROUP.COM

Damaged merchandise must be held in the original packaging with all original packing material until the claim is resolved. Disposal of the damaged product or packaging voids the claim.

