

Terms & Conditions 2023

Claims & Disputes:

1. Claims for breakage, shortage or incorrect items, must be reported within 24 hours of delivery.
This includes direct and 3rd party shipments.
2. Breakages, shortage or incorrect items that is the fault of the manufacturer will be handled on a case by case basis to ensure the best service to our customers.
3. Breakages, shortage or incorrect items that is the fault of the carrier can be re shipped at the same shipping method of the original order. Requests for faster speeds will incur additional freight charges.
4. All visable damage to shipments must be noted on the delivery receipt, at the time of delivery.
5. In the case of breakage, pictures of all packaging and broken items need to be supplied via email 24 hours from the delivered date.
6. In the case of breakage, all broken material and packaging needs to be kept until the claim is finalized.
7. The manufacturer assumes no responsibility for material once installed. Installation deems acceptance.
8. To file a claim, please contact customer service for the appropriate form.

Returns:

1. The manufacturer reserves the right to accept or reject any return.
2. Requests for returns must be done within 21 days of the original invoice date.
3. Returns must be authorized by contacting customer service, RA number, paperwork & instructions will be given.
4. Returns must be received by the manufacturer 30 days from the authorization date.
5. All returns must be shipped back to the manufacturer at the address provided on the return authorization paperwork.
6. All returns must be accompanied with the RA paperwork provided by customer service, visibly attached to the return packaging.
7. The manufacturer is not responsible for return shipping charges.
8. All returns incur a 20% restocking fee.
9. No credit will be given for items damaged or lost in transit. The manufacturer will only credit the value of goods that are returned in resalable condition.
10. In the case of call tags, if the carrier cannot pick up the goods within 3 attempts the call tag is considered void and the return shipping will be the responsibility of the customer no matter the fault.
11. Returns cannot be made for customer made, non-stock, discontinued, sale or special ordered items.
12. Unauthorized returns will be accepted; however, no credit will be given.
13. Returns shipped to the manufacturer collect, will be refused.

Warranty:

1. The manufacturer warrants that manufactured products will be free from defect for a period of one-year from date of purchase.
2. Failure to comply with recommended applications voids this warranty.
3. The manufacturer assumes no responsibility for material once installed. Installation deems acceptance.

Legal:

1. The manufacturer reserves the right to refuse to do business with any person or company.
2. Prices are subject to change without notice.
3. Refer to the manufacturer's website for legal policy regarding trademarks, copyrights, and use of intellectual property.
4. Violation of these policies may result in refusal to do business and or legal action.