

WARRANTY - TERMS & CONDITIONS

1. All prices and terms are subject to change without notice.
2. All sales are final.
3. Prices shown in our literature are Manufacturers Suggested Retail Prices (MSRP).
4. Orders accepted by Shutter America are non-cancelable except with our prior, written consent and are subject to a service as expressed in such consent.
5. Shipping and Handling charges may apply to destinations within the 48 continuous United States.
6. Buyer is responsible to additional delivery fees or surcharged on orders requiring special shipping / packaging and/or direct delivery.

RETURNS

1. Buyer must have a Return Authorization Number from Shutter America to return Shutters or Hardware. Returned merchandise will not be accepted without a Return Authorization Number.
2. All claims for manufacturing defects must be filed within 30 days of billing. Returned items must be in original shipping and packing cartons.
3. Return Authorization Number must be on outside of return shipping carton.
4. Goods must be shipped within 15 days of the Return Authorization Date. ^[11]_[SEP] Note: All authorized returns may be subject to a restocking fee to cover handling expenses.

DAMAGES/SHORTAGES

Shutter America carefully packages all shipments to minimize damages in transit, but occasionally some damage may occur. We suggest the following procedures:

1. Before you sign the carrier's copy of the bill of lading, please thoroughly inspect the shipment for any signs of damage.
2. Specifically notate any signs of damage to the packaging on the bill of lading before you sign it. Even if there is no clear place to write these notes down, just make sure it is somewhere visible on the bill of lading.
3. Refuse the product if it has visible shipping damage, notating all damage on the delivery receipt.

SHORTAGES & FREIGHT DAMAGE Check all shipments carefully for damage and piece count upon receipt. Discovery of shortage or damage at the time of receipt is the customer's responsibility. If a package is damaged, refuse it. We will file claims for all refused packages. If a damaged package is accepted, notify the carrier and request an immediate inspection. Keep the packing in which the order was shipped. If there is a shortage or minor shipping damage is visible (or concealed damage is suspected) and you keep the package, have the delivering driver sign your copy of the freight bill noting the damage or shortage. You are responsible for filing all claims for accepted merchandise. Please call Shutter America for assistance if needed.

RETURN POLICY ORDER PRODUCT. Once order is made shutters are not returnable nor orders cancelable once production has begun..

WARRANTY INFORMATION This warranty does not imply automatic replacement of any product. The company reserves the right to repair or replace any product at its discretion. This warranty is exclusive and in lieu of all other obligations, liabilities, or warranties. In no event shall Shutter America be liable for or responsible for incidental or consequential damages, or for any other direct or indirect damage, loss, cost, expense, or fee. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so such limitation or exclusion may not apply to you. Products that do not meet our quality standards will be repaired or, if repair is not possible, remade. We will not be responsible for faulty installation, incorrect measurements, incorrect specifications, or alteration by any other party. We reserve the right to inspect products prior to repair or remake. Non-defective or altered products will be returned freight collect without credit being issued or repair being made. Shutter America will not be responsible for any unauthorized repair charges from another party. Repair or remake of any defective product will be done only to the original size and specifications.

WHAT IS NOT COVERED This warranty does not include any conditions or damages caused during shipping or resulting from accidents, alterations, misuse, abuse, misapplication, exposure to the elements, fire, flood, improper maintenance, failure to follow use or care instructions, or acts of God. This warranty does not cover any servicing costs incurred for installation adjustment, minor repairs, repainting, or conditions characteristic to the product caused by normal wear and tear. Shutter America will not be responsible for trip charges, measuring, disassembly, removal, reassembly, or packing costs.

SHUTTER HARDWARE is returnable, if the packaging has not been opened.

WARRANTY REPLACEMENT OR REPAIRS, this warranty covers the actual shipping cost of shutters returned, provided the return and shipping method have been approved by the company. Shipping costs to Shutter America shall be prepaid by the customer and reimbursed by the company. For non-valid warranty claims or repairs, all shipping costs shall be paid by the customer. Prior to returning merchandise, a return authorization number must be obtained from the company by calling 210 275 2005

Please contact Shutter America (210 275 2005) if there is damage so we can address any issues immediately.

WARRANTIES OF SHUTTERS & FINISHES

Manufacturer Defects: Shutter America warrants its Spanish Cedar and Sapele Shutters for 10 years against any workmanship in construction.

All Others hardwoods carry 1 Year warranty, Such as Poplar, Pine, Oaks, walnut and many other woods. Warranty covers the raw shutter; it does not cover any cost incurred in the finishing or hanging of the shutter.

Finishing: Factory painted finishes are warranted for a period of one year from the date of purchase against peeling or flaking. Note: Some fading or loss of sheen is considered normal wear and is not covered under this warranty.

Purchaser Responsibility: For warranty to be valid, the purchaser must request a return authorization for the defective goods. Once the product is return and the manufacturer has inspected and confirmed that the problem is manufacturer defect, the customer will be given replacement shutters. No credits will be issued. Warranties are non-transferable. Proof of purchase is required.

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