

SHUTTER AMERICA PRODUCT WARRANTY

Manufacturer Defects: Shutter America warrants its Spanish Cedar Shutters for 7 years and Western Red Cedar for 5 years against defects in workmanship in construction. All other hardwoods such as Poplar, Pine, Oaks, carry a 1 year warranty against defects in workmanship in construction. The Warranty covers the raw shutter; it does not cover any cost incurred in the finishing or hanging of the shutter. The following would not be considered defects in material and workmanship: Light witness lines around the raised panels due to expansion and contraction; Small hairline cracks; and, Natural indentions on the surface. These characteristics are common in millwork and cannot be avoided.

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 the Warranty to be valid, the purchaser must request a return authorization for the defective goods as provided herein. Once the returned product is received and the manufacturer has inspected and confirmed that the problem is a manufacturer defect, the customer will be given replacement shutters. No credits will be issued. Warranties are non-transferable. Proof of purchase is required for all returns and Warranty claims.

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 charge.
5. Shipping and Handling charges may apply to destinations within the 48 contiguous United States.
6. Buyer is responsible for additional delivery fees or surcharges 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. Note: All authorized returns may be subject to a restocking fee to cover handling expenses.

DAMAGES, SHORTAGES & FREIGHT DAMAGE

Shutter America carefully packages all shipments to minimize damages in transit, but occasionally some damage may occur. We suggest the following procedures: 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 Ordered 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, and exposure to the elements, fire, flood, and 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, subject to a 15% re-stocking fee.

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.

7-M, Inc., d/b/a Shutter America and d/b/a Texas Exterior Shutters

Purchaser

Date

[Empty rectangular box]

Purchaser

Date