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## PRODUCT POLICIES

### **Warranty or Manufactures Defect**

- WSI Doors provides a 1 year warranty on all products, manufacturer warranty may extend beyond 1 year
- We will supply our customer with a replacement product, at full charge, collect, FOB WSI Doors Ltd
- A full credit will be provided once it is deemed to be a warranty/defect
- No back charges or labour charges are accepted
- Customer must provide pictures of product prior to replacement being processed. WSI Representative may request further documentation
- Product received may be requested back via a Return Material Acquisition form (RMA)
- Freight costs are not included for warranty or defect

### **Damaged Product Received**

- We will supply our customer with a replacement product, at full charge, collect, FOB WSI Doors Ltd
- Notification must be received within 48 hours
- The customer must make a claim through the freight company they used.
- No back charges or labour charges are accepted
- Freight costs are not included when product is damaged by freight

### **Altered Product**

- Product that is altered in any manner will not qualify for a refund or replacement.