



RWH Products, LLC Limited Warranty

RWH Products, LLC products are guaranteed to be compliant with Custom Grade or better as set forth in the Architectural Woodwork Institute Quality Standards First Edition (2009). We agree within one (1) year after delivery date, to repair or replace without charge any product, which is defective within the meaning of this guarantee.

The quality of these products is safeguarded while in our possession. To be protected by our guarantee, our products must be stored in areas with controlled temperature and humidity. All products must be inspected upon arrival and all claims or complaints must be filed before additional work is done to the product. We do not agree to be responsible for any work that was not originally performed by us. We do not agree to pay charges for installation or other work performed to our products. Natural variations in color or texture within the manufacturer's acceptable limits are not to be considered defects.

RWH Products, LLC is responsible for the safe packaging and shipment of materials that travel via RWH Products, LLC prepaid freight. Shipping claims on products shipped freight collect or on customer's account are not guaranteed by RWH Products, LLC. Any damage claims in this instance must be filed with the carrier.

This guarantee will be void if goods are repaired or replaced without first obtaining our written consent.

NO REVISIONS WILL BE ACCEPTED LATER THAN TWO BUSINESS DAYS PRIOR TO THE START OF SCHEDULED PRODUCTION.

FINAL REVIEW

RWH Products, LLC reserves the right to review each order and make changes to lead times or price. You will be notified within two business days of any changes via email or phone. You maintain the right to final approval on any and all changes to your order status or price. You may cancel your order at this time without penalty.

MATERIAL DELAYS

From time to time backordered materials cause delays in production and are typically out of our control. RWH Products, LLC works closely with its vendors to expedite materials whenever possible so that the job may stay on track. However, when delays are unavoidable, you will be notified via email or phone as soon as a backorder situation is discovered. RWH Products, LLC assumes no liability for costs incurred due to production delays. You have the right to cancel the order without penalty if the order is delayed longer than 10 days.

RETURNS

ALL SALES ARE FINAL. Returns are at the discretion of RWH Products, LLC. Please contact us via phone or email to obtain a return authorization number prior to sending any item back to the factory. Unauthorized returns will be refused at our dock. Please inspect the shipment upon receipt. In the event that damage has occurred during transit the following procedures must be followed:

- Make note of any external packaging damaging on the bill of lading such as broken skids or punctured wrapping. (Digital pictures are extremely helpful in filing claims)
- For RWH Products, LLC prepaid freight, contact our sales department within five (5) business days of receipt for a return authorization number. The Standard Warranty will be void if goods are repaired or replaced without first obtaining our written consent.

Phone - (814) 667-3101

Email – sales@rwhproducts.com

- Affix the return authorization number to all shipping documents.
- For collect freight or customer account contact the freight carrier. At RWH Products, LLC's discretion, credit may be offered rather than replacement. RWH Products, LLC's liability is limited to the cost of the original product. No other warranty is expressed or implied.

LIABILITY

In so much as our intended customers are professionals from within the wood related industries, it shall be the customer's responsibility to verify that the products sold within this site are suitable for the intended use. The customer assumes all risk and liability for the appropriate use of these products. RWH Products, LLC's obligation is limited to the replacement or credit for defective products. We recommend that a sample cabinet be ordered for purposes of testing and representation to the end user. Sample cabinets are available at a discount to encourage first time customers to take advantage of this program.

SHIPPING

Cabinets are individually wrapped and labeled for room location as they exit the work cells. Upon completion of the job or phase, they are then bulk wrapped on skids ready for shipment to your shop or jobsite.

Delivered prices are based on freight on board (FOB) pricing. You should be prepared to unload via loading dock or forklift and have the necessary equipment to move palletized packages. Additional charges may apply for hand unloading and extended waiting. All ABF Trucking policies and restrictions apply to Less-than-Truck-Load (LTL) deliveries.

For more information visit <http://www.abfs.com/about/profile/>

Additional charges may apply:

Extra Stop - \$50.00 each

Waiting beyond 2 hours - \$75.00 / Hour