

### **Policy Guidelines, Warranty And Procedures:**

**Warranty: Millwork Solutions warrants any entry door that is either painted or stained shall be free from defects in finishes, peeling, bubbling, blisters, and rusting for the period of (1)one year from date of shipment received by our customer.**

### **Shipping by Millwork Solutions:**

1. All units are inspected with strict guidelines before built into unit. Once built in a frame, all units get a series of pictures taken to be attached to our records. Each unit is wrapped in cardboard and immediately loaded on our truck. No units sit in production area for possible damage once packaged.

### **Receiving by MSI Customers:**

1. All units must be inspected at time of delivery for any workmanship defects, order differences etc. If nothing is noted on original delivery ticket we will allow a maximum of two business days to notify us of issues with the product.
2. If issues are called in after the above time period we reserve the right to repair, replace any necessary parts at a charge to our customer.
3. Should you go past the above time period or experience normal handling/installation damages we offer the following.
  - A.) Every unit is shipped with a 60ml touch up bottle with a touch up brush at no charge. Coming soon 6oz. touch up spray can will be available.
  - B.) We offer a 16oz. spray can with stain or paint for purchase that can be used on larger areas of damage. We also have a 6oz. spray bottle for purchase for smaller areas.
  - C.) We will take the original unit back and repaint/touch up and reship and bill accordingly for work we may have to do. This will be less than or at a maximum of original paint/stain charge.
  - D.) We can replace any parts requested by our customer at their full and normal cost.
4. If at anytime a Millwork Solutions representative is needed to field inspect, please be sure to follow written procedure below. We will inspect units less than 6months old at no cost, anything older will have a \$100.00 net charge billed to our customers account.
- 5.) Units that are older than 6 months and were originally purchased “prefinished” that may have other vendors manufacturers defective parts that require replacement will be charged to prefinish. Manufacturer defects are just as much of an inconvenience for us as for all parties. We will do our best to control all costs to prefinish and ship replacement items.

All issues must be submitted in writing with original purchase order or Millwork Solutions order number with dates to Millwork Solutions Inc. 1 Mill Street Batavia, NY 14020. All complaints will be addressed with our customer first then with end user. Any charges will be charged to our customer we will not bill end user. For further information on Millwork policy please contact us @ 585-344-2065: sharris@millworksolutions.net.