

Acorn Deck House Company

AcornDeckHouse.com

852 Main Street Acton, MA 01720

800.727.3325 Fax: 978.263.6850

Acorn Deck House Company Parts and Service Claim Information

Purchaser must report any errors regarding materials immediately. By submitting payment you are approving the sizes, styles, handing etc. of the materials on the order.

All products should be protected from damage and wood products sealed within 7 days of received the material or the warranty is void.

Purchaser is responsible for supplying materials to secure products to transport safely. Glass issues need to be reported as it is being loaded for customer pick up or unloaded if shipped.

Shipped Orders – All claims for missing materials or materials received damaged or defective must be reported to Acorn Deck House Company by fax within 24 hours of the receipt of the materials. Picked Up Orders – In receiving the materials the customer or representative accepts the listed materials free of any/all damages or defects. Approved returns may be subject to a 15% restocking fee depending on conditions and type of material being returned.

All manufactured items and/or special ordered items are non-refundable and nonreturnable. Windows, doors and sliders are not covered by the Acorn Deck House warranty if the standard roof overhang above the units is less than 24".

Returns within 10 days of receiving the order: the manager must approve All Returns or Refunds. Material must be un-used, like new, 100% sellable condition. Items will be subject to a 15% restocking fee. Refunds within 7 days of placing order: Refunds will be refunded in the form that it was purchased minus processing fees. Payments made via cash will be refunded cash; if return value is over \$250 a check may be issued.

If you have any questions regarding this information, please contact Parts and Service at 800-727-3325.

