

# Trudeau

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## Windows and Doors

978.263.1660 | Fax 978.263.6850

852 Main Street, Acton, MA 01720

### **Warranty 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 must be sealed within seven (7) days of receiving the material, or the warranty is void.**

Purchaser is responsible for supplying equipment to secure safe transport of materials. Glass issues need to be reported as glass is being loaded during customer pick up, or unloaded during delivery.

Shipped Orders – All claims for missing materials or materials received damaged or defective must be reported to Trudeau Windows and Doors 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 specially ordered items are non-refundable and nonreturnable. Windows, doors and sliders are not covered by our 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 and/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 call 978-263-1660.