

Parts & Service Claim Information

Order Verification: Purchaser must report to Acorn Deck House any errors regarding material sizes, styles, handing, etc. immediately after receipt of quote or invoice (whichever comes first). By submitting payment, purchaser is approving the sizes, styles, handing, etc. of the materials on the invoice.

Warranty Exclusions: All products received must be protected from damage until sealed and installed, or the warranty will be void. All wood products must be sealed within seven (7) days of receipt, or the warranty will be void. Windows, doors and sliders are not covered by the warranty if the standard roof overhang above the units is less than 24".

Pick Up Orders: Purchaser/representative is responsible for providing all items necessary for safe and secure transport. Purchaser/representative must inspect all material before loading. By loading material, purchaser acknowledges all material is correct and accepts it free of any/all damages and defects.

Shipped Orders: Purchaser/representative is responsible for confirming all delivered materials are correct and are free of any/all damages and defects within 24 hours of receipt. Any claims stating differently must be faxed to Acorn Deck House Company within 24 hours of receipt.

Glass Orders: Glass issues must be reported during loading for pick up orders and unloading for shipped orders.

Manufactured & Special Order Material: All manufactured and/or special order material are non-refundable and nonreturnable.

Returns: Material may be returned within ten (10) days of receipt after approval from the Parts & Service Manager. Returned material must be un-used, like-new, 100% sellable condition. All returned material will be subject to a 15%-25% restocking fee. Approved refunds will be issued in the original form of payment or by check.

Any questions regarding the above information should be directed to the Parts & Service Manager.

