



## Doers USA Policies

### Limited Warranty

The materials and workmanship used in the construction of all Doers USA products are guaranteed under normal conditions of usage for one year after the date of shipment. If the purchaser discovers a defect in the materials or workmanship within the warranted time after the date of shipment, Doers USA at its own discretion, will either repair the nonconforming product, replace the product with the same or substantially similar product, or reimburse the buyer for the pro-rated purchase price of the nonconforming product. Doers USA reserves the right to inspect the non-conforming products before repairing, replacing or reimbursing the buyer. Therefore, at the preference of Doers USA, the product(s) must be returned or available for on-site inspection. Modifying or non-recommended use, as notated on the specifications, of the product may void the warranty. The decision to void this warranty will be made at the sole discretion of Doers USA. To the maximum extent permitted by law, Doers USA liability shall not exceed the purchase price of the product; Doers USA shall not be liable for any incidental, consequential, special, and indirect or punitive damages (including without limitation, damages from lost business, profits or goodwill).

The user assumes all risks and liability. The seller's and manufacturer's only obligation shall be to replace such quantity of product proven to be incorrectly shipped and/or defective. Neither seller nor manufacturer shall be liable for any injury, loss or damage, direct or consequential arising out of the use of or the inability to use the product. The user accepts the responsibility of removing from service any product that becomes "worn-

out”, unusable or defective in such a way as to make the product a potential safety hazard. The foregoing may not be altered except by an agreement signed by officers of the seller and manufacturer. The owner/installer assumes all responsibility for final inspection of product quality. Inspection of all products should be done prior to installation and confirmation that the product delivered is the product ordered. Carefully examine product for color and quality before installing. Should an individual piece be doubtful as to grade, manufacture or factory finish, the installer should not use the piece. If the material is deemed not acceptable, do not install. Contact the seller immediately. Prior to installation of any product, the owner/installer must determine that the job-site environment and the sub-surfaces involved meet or exceed all applicable standards. Recommendations of the construction and materials industries, as well as local codes, must be followed. These instructions recommend that the construction and subfloor be clean, dry, stiff, structurally sound and flat. The manufacturer declines any responsibility for job failure resulting from, or associated with, subfloor and substrates or job-site environmental deficiencies. If job-site is deemed not acceptable, do not install. Contact the seller immediately.

## **Claims & Returns**

Doers USA thrives to meet customer expectations. Which is why if you are not 100% satisfied with Doers USA product purchase, you can return your order for a full refund, less shipping, if we receive the product within 30 days of your original order date. All products must be returned in good condition and are subject to inspection before credit will issued. All returns must be approved by Doers USA by contacting the Customer Relations Department.

All freight damages or shortages must be noted on the bill of lading before signing for delivery. All claims must be reported to our Customer Relations Department in writing within five (5) business days of delivery. Claims submitted outside of the required five (5) day notification period will not be accepted and payment for the shipment will be due as invoiced. Third-

party or collect freight claims will be the responsibility of the payee of the freight invoice. All custom-made products are non-refundable unless otherwise approved by Doers USA.

Once your return has been approved, received and inspected to ensure it meets our return criteria (usually within two business days of receipt), your refund will be processed and a credit will be issued to your original form of payment or applied to your account. A 15% restocking fee and freight charges may apply depending on return and claim reason.

## **Shipping & Delivery**

You can trust that your order will be quickly processed and safely delivered. We can ship products anywhere around the globe using the shipping method of your choice. At the time of order, we will estimate delivery dates based upon product availability, shipping method selected, and your shipment's destination. We use several different freight companies to ensure the best possible freight rate. Please inspect merchandise for any damages that might have occurred during shipping. It is very important to inspect and note any damages upon delivery receipt. Any damage must be recorded on the bill of lading by the delivery driver otherwise neither Doers USA nor the freight company will be held liable. Damage not noted upon delivery will be determined to be customer damage, and not warranted. You must notify Doers USA concerning any visible defects or variances to order details within (5) days or any claims will not be approved.