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Warranty / Terms of Business - WHITING

WHITING DOOR MANUFACTURING LIMITED
APPROVED DISTRIBUTOR TERMS OF BUSINESS AND GENERAL INFORMATION

Establishing Credit:

All prospective Whiting Door Manufacturing Limited accounts must complete a "Credit Information Request" form. This application must be signed by an authorized company officer.

Accounts:

All approved accounts are strictly net 30 days. Interest of 2% per month will be charged on all unpaid invoices beginning 60 days after the invoice date. Overdue accounts reaching 60 days after the invoice date will be immediately placed on hold without notice.
Once current, frozen accounts may be reinstated following a review of credit conditions and previous discount level. Perpetually overdue accounts may be placed on hold without notice.

Pricing:

The possession of a particular price list by a Company or individual must not be construed as an offer to provide goods or services at the prices shown. Published price lists are subject to change without notice.

Shipping:
F.O.B. Burlington, Ontario. Whiting Door Manufacturing Limited reserves the right to use the carrier of our choice on all prepaid shipments.

Shortages:
Claims for shortages on shipments must be made within 14 days of the shipping date as shown on your packing slip.

Return Policy:
Whiting Door Manufacturing Limited manufactures premium custom roll-up doors to the exacting specifications of our customers. Due to the custom nature of this product signed purchase orders are considered Noncancelable binding agreements. As a custom integrated product complete roll-up doors and their respective sub-assemblies are non-returnable. Custom, special order, discontinued, or discounted items are non-returnable.

Standard Whiting brand components may be returned within 30 days under the following conditions:

- Product must be in as new condition permitting immediate resale.
- Product must be a current Whiting brand stock item.
- Product must be returned on a pre-paid basis with no allowance for return shipping charges.
- A charge will be levied at actual cost for repackaging / refurbishment of returned goods.
- When applying for return authorization (within the 30 day time period) the Distributor must advise Whiting Door Manufacturing Limited of the invoice number(s) upon which the eligible items were originally purchased.
- Returned product requires the provision of an RGA number approved by the Customer Service Manager of Whiting Door Manufacturing Limited without exception.

Obsolescence Policy:
Current authorized Distributors of Whiting Door Manufacturing Limited are permitted to return 5% of their net annual parts purchases (based upon calendar year) within the first 4 months of the following year against a qualified Noncancelable offsetting 2:1 order. This program covers parts only and does not include complete door assemblies, swing door panels or roll-up door panel products.

Only standard Whiting brand components which would normally qualify as “Return” products will be eligible for this program. Approved returns must be applied for and completed within the stated time frame beginning on January 1st and ending on April 30th. Accumulation of net purchase totals over a period greater than 1 year will not be permitted.

The total approved credit is subject to a 10% handling and restocking charge. Any additional charges incurred by Whiting Door Manufacturing Limited including repackaging and/or refurbishing of goods will be deducted from the net credit based upon actual costs. The approved Distributor will be notified of any itemized chargebacks in writing.

A list of returned goods must be submitted for approval to the Sales Manager of Whiting Door Manufacturing Limited. Following Obsolescence Approval and submission of a signed Noncancelable 2:1 offsetting order goods may be returned to Whiting Door Manufacturing Limited’s Burlington, Ontario location on a pre-paid freight basis.

Minimum Billing:
The minimum billing amount for qualified Distributors of Whiting Door Manufacturing Limited is $100 net of applicable taxes, or ancillary charges including, but not limited to, pre-paid freight.

Warranty:
All standard branded Whiting Door Manufacturing Limited products are guaranteed against performance defects for a period of 12 months from the date of purchase. Whiting Door Manufacturing Limited liability covers the replacement or repair of any component which fails to perform due to defective material or workmanship during the warranty period.

We accept no liability for claims made for damages to any part (or parts) of a vehicle and/or machine (of any type) or injury claims by a person or persons assumed or alleged to have been brought about by the use or misuse of any product supplied by Whiting Door Manufacturing Limited. Warranty coverage does not extend to door attachments including (but not limited to) panel top coatings, decals, emblems, stripes, conspicuity products, and/or adhesives.

Wood is a natural product. As a natural product, wood-based visual imperfections which do not prevent door operation will not be covered by this warranty. Visual imperfections include but are not limited to grain raise, rippling, or acceptable core voids as stipulated by industry MDT panel specifications.

Whiting Door Manufacturing Limited is not liable for labour charges incurred during the removal/replacement of any defective roll-up door components or sub-assemblies.

In order to initiate the claims process please contact the Customer Service Department of Whiting Door Manufacturing Limited. Warranty claims must be accompanied by a written description and photograph providing full and reasonable details as to the nature of the defect. Upon receipt of your claim arrangements will be made to inspect the defective product (if necessary).

Prior to the return of warranty products the authorized Distributor must obtain a Return Goods Authorization number which must be approved by the Customer Service Manager of Whiting Door Manufacturing Limited.

Whiting Door Manufacturing Limited will accept pre-approved collect shipments of items deemed to be defective when accompanied by a RGA number provided that said approved products are returned via the most economical means. If items are returned via a means other than that deemed most economical by Whiting Door Manufacturing Limited the difference will be charged back to the account of the Distributor. Compensation for freight will only be permitted against Approved Warranty Returns. If items are returned other than the approved itemized warranty claim the entire amount of the freight will be charged back to the account of the Distributor.

Whiting Door Manufacturing Limited reserves the right to reject claims when a product has been modified and/or tampered with. Claims may also be rejected when damage to the product has been caused by misuse, or if the item(s) have sustained damage through incorrect installation or operation. Product misuse includes but is not limited to damage caused by freight shift or impact of any kind.
Approved warranty claims will be repaired, exchanged, or credited to the approved Distributor's account at the discretion of Whiting Door Manufacturing Limited.

This document supersedes all previous written and/or verbal warranties provided by Whiting Door Manufacturing Limited.

HOW CAN WE HELP YOU?