



USA Exterior Composite Limited Warranty

- USA Exterior LLC. will warrant all of our product lines for one (1) year from the date of shipment. We warrant the shutter to be free of defects that render the shutter unusable or unfit for ordinary applications. We also warrant that the shutter will be free of manufacturing defects for the life of the shutter. After the initial one (1) year period, rotor any deterioration in either the wood or man made composites is specifically excluded from this warranty. It is the purchaser's responsibility to maintain the shutters in such a way as to prevent rotting of the wood.
- At our sole discretion, USA Exterior LLC. will repair or replace product if found to contain manufacturing or material defects with prior written consent. There will be no refunds issued. We will not be held liable for any damage or defects resulting from modification or repairs done by your company or your customer. Final warranty inspection will be done at our facility. If claim is found to be invalid, repair or replacement will be paid for by customer, USA Exterior LLC. will not pay for any painting or re-installation of our shutters due to repairs or replacement, if there is a failure of the paint or primer we apply, the manufacturer's warranty of the paint or primer is the only valid warranty and claims will have to be made thru their warranty department. We use only high quality, high Cost paints and primers and we Stringently control our painting and priming process and apply all products per manufacturer's instructions.
- This warranty is valid only if product is properly and completely primed and painted or sealed top, bottom and all sides and surfaces with two additional finish coats.
- Shutters must not be stored in areas where they will be subject to high humidity or extreme heat prior to priming or painting. Failure to comply will void all warranties. Additionally no painted shutter panel shall be stored outside in a horizontal position before installation. Storage in the horizontal position, especially with packaging still between panels, will result in water inundating the shutters causing Severe expansion which can lead to paint and/or joint failure. Failure to comply will void all warranties,
- Note: Panel shrinkage may occur from acclimation to certain weather Conditions. Under normal circumstances, panels are designed to shift. Therefore movement or shifting is not warranted.

Defective Product / Return Policy

- 1) Once order has been placed and entered into our system, it is not cancellable without written consent.
- 2) Once an order has entered production, we cannot cancel the order.
- 3) Shutters are custom built to customers specific sizes and are non-returnable.
- 4) In the event of freight damage, replacement shutters will be built and will be moved to the front of the production line and re-shipped as soon as possible. Under no circumstances will credit be issued for damaged shutters.
- 5) It is our customer's responsibility to inspect every shipment before signing for delivery. When the delivery receipt is signed, the order is accepted in good Condition. Unless damage is noted, the freight carrier will not pay for damages.
- 6) If an error on our part causes the shutter is built incorrectly, we will move the replacement to the front of the production line and reship as soon as possible.