

WHITEWOOD INDUSTRIES DBA INTERNATIONAL CONCEPTS

February 10, 2020

SUBJECT: WARRANTY

Our products are warrantied to be free from defect at the time of delivery. Contact your retailer for their return policy. Some retailers may offer an extended warranty that can be purchased separately.

Consumers may email product / order questions to: dropship@whitewood.net

Consumers may call 888-944-8396 for parts or hardware replacement needs. Please provide your order #, model # and part # as well as the shipping address.

1) PRODUCT DAMAGES: IF A PRODUCT IS RECEIVED DAMAGED BY THE CONSUMER (3RD PARTY) DUE TO POOR WORKMANSHIP OR POOR PACKAGING, INTERNATIONAL CONCEPTS WILL REPLACE SAID ITEM AT NO COST TO OUR CUSTOMER OR THE CONSUMER (3RD PARTY), INCLUSIVE OF FREIGHT, POSTAGE, AND HANDLING CHARGES. THE CONSUMER SHOULD REPORT ANY DAMAGE TO THE RETAILER FROM WHICH THEY MADE THIS PURCHASE. IT IS THE RESPONSIBILITY OF THIS RETAILER TO CONTACT INTERNATIONAL CONCEPTS REGARDING CORRECTIVE ACTION

2) RETURNS: FOR EXCHANGES OR RETURNS BY THE CONSUMER (3RD PARTY) FOR REASONS OTHER THAN DAMAGES, REFER TO RETAILER POLICY.

3) ALL PRODUCTS RATED FOR RESIDENTIAL HOME USAGE. OUR PRODUCTS ARE NOT RATED FOR COMMERCIAL USE.