



Lakeland Mill's Product Warranty is as Follows:

Because of our quality control efforts, damaged or defective merchandise is rarely shipped from the factory. Most damage of goods will be the result of shipping damage and thus a claim should be filed with the carrier.

1. **Shipping Damage** **MUST** be noted on the Bill of Lading at time of delivery and reported to (800) 427-5136 within 24 hours of delivery. Failure to do so will void any claim.
2. **Concealed Shipping Damage** **MUST** be reported to the delivering freight company **IMMEDIATELY**. Concealed damages should be handled directly with the delivering freight company.
3. **Defectives & Shortages** **MUST** be reported to (800) 427-5136 within 14 days of receipt of goods. Failure to do so will void any claim or credit. Lakeland Mills representatives will then determine the proper handling of a claim, depending upon the nature of the problem, by one of the following methods:

1. By replacement.
2. By return for inspection, with credit issued as determined by that inspection.
3. By issuing an order to destroy with proper credit allowed.

Furthermore, our cedar log products are guaranteed to perform free of manufacturing defects for 1 year after the date of purchase. Should they fail to do so, Lakeland Mills will provide any necessary components free of charge to repair a nonfunctional unit.