# **Claims and Warranty Information**

**Claims:**

* Goods in transit are at the risk of the purchaser for loss or damage.
* Claims for shortage or improper fulfillment of orders must be made within two weeks from the date of receipt.
* If goods appear defective, the purchaser should discontinue their use and notify Mad Matter at once so the matter can be investigated.
* Mad Matter does not assume liability for consequential damages or delays and claims for labor will not be allowed.
* Mad Matter, at its option, shall repair or replace any part or component part which shall prove defective to the original purchaser.

**Warranty:**

* All Mad Matter weatherstrip and threshold products are guaranteed for a period of FIVE YEARS from the date of delivery against defects in material and workmanship.
* Self-adhesive weatherstripping must be installed within six months of the delivery date in order for the warranty to be valid.
* Defective goods will be replaced or repaired at the discretion of Reese Enterprises. No claims for damage incurred or work done thereon will be allowed.
* Cost of replacement shall not exceed the original purchase price.
* Warranty claims must be submitted in writing within the warranty period.
* Reese does not assume liability for defects or damage arising from improper installation, lack of recommended maintenance, misuse, modifications, use in incompatible products, or ordinary wear and tear.

**Cancellation Charges:**

* Orders for special products and non-standard sizes are subject to a cancellation charge based on labor and material used prior to cancellation.

**Return Goods:**

* No merchandise will be accepted for return without prior written approval.
* Specially fabricated products, non-standard drilling, and non-standard sizes are not returnable.
* Returned material must be of a recent sale (less than a year from the invoice date), standard stocks sizes, and in resalable condition.
* All returns are subject to a 35% restocking charge plus freight charges.