



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 stock sizes, and in resalable condition.
- All returns are subject to a 35% restocking charge plus freight charges.