

RETURN POLICY AND WARRANTY INFORMATION

As with any product made from nature, please remember that wood is an organic matter and no two pieces are the same. Each piece of wood is unique and will carry the individual character of nature itself

If a mistake is made in the manufacturing process, we will gladly exchange the merchandise for the correct item. If any pieces are deemed to be defected, we will replace the defective piece(s) according to accepted industry standards. Defects and imperfections which are NOT covered under this policy may include, but are not limited to, planer marks/grooves, inconsistent end trimming, separation and/or spacing changes due to natural expansion, moisture related damage, sun fade, improper installation, creaking/squeaking noises after installation, damage done in the installation process, installation directly on concrete floors, variations in grain, knots, coloration, mineral streak, etc. or defects not visible from a standing position.

Once pieces are installed, or otherwise altered, they are deemed accepted by the installer and/or buyer. If any pieces are deemed as unacceptable, they must not be installed or altered to be eligible for an exchange of the same product. No warranty or return on any altered parts, including, but not limited to, staining, finishing, cutting, or any other modifications done to the product(s) after acceptance.

Improper installation will void this Return and Warranty Policy. Resources on proper installation techniques can be found online and we will gladly guide you through the process as well. At a minimum, all wood products should be sanded prior to installation or staining/finishing.

We reserve the right to deny a return and subsequent refund on any order. In the event a refund is granted, you will receive a refund within ten (10) business days from date of returned merchandise arriving into our possession. Delivery fees are nonrefundable and we are not responsible for any charges incurred in sending merchandise back for a return.

Every product has been carefully manufactured and is guaranteed to be free from defects in workmanship and material for a period of one (1) year. If any product proves to be defective, it shall be replaced without cost. All manufacturer warranties apply and are directed to you, the consumer. Holland Timber Company, LLC, cannot be held over and above these at any time or under any other circumstances. Installation and workmanship is not covered. All claims related to quantity and/or quality of merchandise must be made within fifteen (15) days from acceptance of merchandise and exchanges or returns must be made within thirty (30) days unless otherwise discussed. If merchandise is used or kept after thirty (30) days, the customer shall be deemed to have fully inspected such merchandise and shall be deemed to accept all goods in terms of both quantity and quality. We will replace, free of charge or credit your account, at our discretion. We reserve the right to inspect all products, whether installed or not, prior to processing any claims. Warranties on all products are extended to the original buyer only. Warranties are non-transferrable.

