

# REALCRAFT

## Warranty & Refund Policy

### REALCRAFT HARDWARE 2 YEAR LIMITED WARRANTY

- Hardware manufactured and sold by RealCraft is warranted to be free from defects in material and workmanship under intended use for a period of 2 years from the date of purchase by the original owner.
- This warranty does not cover hardware finishes, cosmetic discoloration, damage, improper installation or normal wear. We will replace any part that fails to function properly with the return of the failed product. Return shipping is the responsibility of the customer.
- Hardware sold by RealCraft but manufactured by others will be covered under that respective manufacturer's warranty.
- If RealCraft determines that any product is defective, RealCraft will, at its option, repair or replace the defective part(s) with the return of the failed product. Return shipping is the responsibility of the customer.
- Under no circumstances is RealCraft liable for indirect or consequential damages of any kind, nor will it assume responsibility for damage or operational failures caused by supporting structures, surrounding structures, and/or equipment.
- RealCraft is not liable if clients overload hardware beyond the manufacturer's rated capacity or use it in an application beyond the manufacturer's intended or recommended use. Nor is RealCraft liable for external causes such as abuse or acts of Nature.
- Periodic maintenance and adjustments are the owner's responsibility. RealCraft will not cover maintenance, adjustments, or any labor charges related to removal or installation.
- Any modification of hardware voids all warranties.

### REALCRAFT DOORS 1 YEAR LIMITED WARRANTY

- Door(s) manufactured by RealCraft are warranted to be free from defects in material and workmanship under intended use for a period of 1 year from the date of purchase by the original owner.
- All doors should be inspected for defects within 48 hours of delivery. Should the door be found defective as determined by RealCraft or its representative(s), RealCraft will replace or repair said part(s). RealCraft will not be liable for applying a finish to replacement parts.
- Minor surface imperfections, or variations in grain and color tones are not considered defects. These are inherent as part of a natural wood product.
- This warranty does not cover normal contraction and expansion resulting from local climate and seasonal weather conditions.
- This warranty does not cover improper installation or normal wear.
- This warranty shall not extend to or cover non-specified uses of the door.
- Interior doors are warranted only for interior use in an environment of 30 to 60% humidity.
- This warranty shall cover defects or failures of the door to functionally perform but does not cover damage or breakdown due to exposure to the elements.
  - Exterior doors that are determined not to be sufficiently protected with an overhang and exposed to subsequent excessive exposure to the elements, heat, and moisture, are not covered under warranty.
    - A proper minimum overhang shall extend from the wall no less than 30% of the height from the base of the door to the bottom of the overhang. e.g. an awning placed 100" above the base of the door shall extend no less than 30" out from the face of the door (100 x .3 = 30").
- Finishes, whether applied by RealCraft or the original owner, are not covered in this warranty.
- Doors must be properly sealed on all sides with a high-quality sealant, primer and/or paint within 5 days of delivery. This warranty does not cover any damage or claims for defects, warpage or otherwise, if the door(s) is not fully and properly sealed within 5 days of delivery.
- Maintenance and adjustments are the owner's responsibility. RealCraft does not assume liability for any labor charges related to removal or reinstallation of replacement part(s).
- Any door modified beyond its intended use voids all warranties.

## Floating Wood Shelves

- Floating Shelves manufactured by RealCraft are warranted to be free from defects in material and workmanship under intended use for a period of 1 year from the date of purchase by the original owner.
- All shelves and hardware should be inspected for defects within 48 hours of delivery. Should the shelf or hardware be found defective as determined by RealCraft or its representative(s), RealCraft will replace or repair said part(s). RealCraft will not be liable for applying a finish to replacement parts.
- Minor surface imperfections, or variations in grain and color tones are not considered defects. These are inherent as part of a natural wood product.
- This warranty does not cover improper installation or shelves that have been loaded beyond their respective weight capacity.
- The hardware will only be replaced in case of defects indicated before installation.

## Warranty Description:

- Upon the purchase of a RealCraft product, the buyer accepts this warranty and agrees it is the only official warranty, thereby excluding any other representation, warranty or condition, whether written or implied, except if stated in writing by an authorized RealCraft agent.
- Any claim must be submitted in writing to RealCraft within thirty (30) days of discovery of the alleged defect. RealCraft must receive it within the period of the warranty, or the warranty is rendered null and void.

### **RealCraft warranties are subject to the following restrictions:**

- The product has not been modified by or for the consumer by someone other than an authorized RealCraft agent.
- The product has not been maintained as defined in the product installation manual.
- The product has not been used for its intended use under normal conditions.
- The product has not been properly installed.
- Damages caused by others or by cause beyond the control of RealCraft.

### **These warranties expressly exclude:**

- Any deinstallation or installation and labor charges related to the replacement product
- Any finish or refinish charges in the event the original door has been painted for or by the client
- Any cost that the user of RealCraft products may incur in exercising this warranty

## Natural Product Notice:

As wood is a natural material with inherent characteristics, the following are not considered defects:

- Knots (filled or unfilled) in Rustic, Reclaimed, mixed grain or any so-called "Knotty" wood doors.
- Natural color, texture, and density variances in any species
- Color tone variation, lifted grain, small tight knots (smaller than a quarter), or "wooly" areas in some hardwoods.
- Superficial surface checks up to 3/64" in width

## Warp notice

- Definition: "Warp" refers to a variation within the plane of the door itself. Warp does not refer to the door in relation to the frame or jamb in which it is hung.
- Allowable Tolerance: Pursuant to WDMA I.S.6A, the allowable tolerance for doors is 1/4" maximum in any 36" x 80" section.
- Action on any claim for warp may be deferred for up to one year after project completion so that doors may acclimate to temperature and humidity conditions. The deferral period does not count against the warranty period.

## Glass Limited Warranty

- Glass panels are warranted for three (3) years from date of receipt against defects in manufacture and excessive discoloration.

- This warranty does not cover any damage or loss caused by harmful chemical action, abrasive cleansers, or breakdowns due to environmental conditions.
- The warranty does not cover glass breakage.

## Exchange Policy

- Please do NOT dispose of or destroy the crate your door was shipped in until you have completely examined, confirmed safe arrival and satisfied. RealCraft is not responsible for providing another shipping crate, should there be any reason for return. Should you choose, we can send you a crate for \$620.
- Special order items and/or customer designed, custom products are not eligible for return or exchange.
- Installed products are not eligible for return.
- Non-electrical stock items may be exchanged for equal value parts within fifteen days.
- Electrical parts are not eligible for return, except for an exact replacement if defective.
- Any and all returns must have prior authorization for return.
- Any and all returns must be in 'new and unused' condition to receive credit or will be discounted accordingly.
- Any and all authorized and accepted returns are subject to a 25% restocking charge.
- Return shipping is the responsibility of the customer and not refundable.
- In the event RealCraft cannot provide exact replacements, it reserves the right to provide products of similar quality that differ in material or construction. The replaced product shall become RealCraft property and must be returned to RealCraft at the client's expense unless a special agreement is reached with a RealCraft agent.
- If your door or hardware has a defect that is covered by the warranty above, notify RealCraft in writing promptly after discovery of the defect at the following address: 9770 44th Ave, Gig Harbor, WA 98332.
- RealCraft makes no other warranties, representations, or covenants, expressed or implied, with respect to this product, including but not limited to: warranties, representations or covenants as to workmanship, design, capacity, quality, condition, merchantability, or fitness for any purpose of the product.

## Refund policy

### What is your returns policy?

Thank you for your purchase. We hope you are happy with your purchase! However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a partial refund. Please see below for more information on our return policy.

All returns must be postmarked within fifteen (15) days of delivery. All returned items must be in new and unused condition, with all original tags and labels attached.

All returned items are subject to a 25% restocking fee.

### How do I set up a return?

To return an item, please email customer service at [returns@realcraft.com](mailto:returns@realcraft.com) to obtain a Return Merchandise Authorization (RMA) number. After receiving an RMA number, place the item securely in its original packaging with the return form provided.

### Where do I send my returned item?

Send returned items to the following address:

RealCraft  
Attn: Returns  
RMA #  
9808 44th Ave NW  
Suite 102  
Gig Harbor, WA 98332  
United States

Please note that you will be responsible for all return shipping charges. We strongly recommend that you use a mailing method with a tracking number. Returns must be postmarked no later than 30 days after the RMA number has been generated. Returns postmarked after this date will not be refunded.

Please do NOT destroy or dispose of the crate your door is shipped if there's an issue with your product.

Return shipping and/or Freight costs are the responsibility of the customer.

RealCraft is not responsible to provide another shipping crate should you dispose of or destroy the one we shipped your product in, regardless of the reason the door needs to be returned.

Should you choose, we can send you a crate for \$500.

## **How long will it take to process my return?**

After receiving your return and inspecting the condition of your item, we will process your exchange. Please allow at least ten (10) days from the receipt of your item to process your return or exchange.

## **Do you accept returns of custom items?**

No. Custom items are not eligible for returns. The following items are also exceptions and not eligible for returns:

- Special Order Items such as (but not limited to) special finishes and/or custom lengths are non-cancelable/non-returnable
- Single components of products sold as kits
- Previously Installed Products
- Osmo Brand Finishes
- Customer-designed custom projects
- All Doors & Countertops
- Sale items are FINAL SALE and cannot be returned

## **What about products that were damaged in shipping?**

For products that arrive with shipping damage, or with missing parts, please email us at [returns@realcraft.com](mailto:returns@realcraft.com) within 48 hours of delivery to file a shipping claim. Send pictures of the damage in your email so that we can verify what has happened. We cannot be held responsible for items gone missing after delivery.

## **Can I cancel a custom order before it goes into production?**

You may cancel a custom order **before it goes into production**. Once an item is in production, you may cancel the order, but you may be ineligible for a refund of the deposit. RealCraft requires an upfront deposit on all custom orders of 45% of the quoted order value prior to production. This includes but is not limited to CAD drawing of the product, parts ordered, and wood milled. Real Craft will make a reasonable effort to notify the customer of all changes. Once the shop drawings are signed by the customer, the customer has three (3) business days to cancel the order.

After 60 days have passed since the Draft has been submitted for approval, RealCraft reserves the right to re-quote an order for which you have made a deposit.

The remaining 55% of the quoted order value is due before shipping. Tax and final shipping costs are not included until the final invoice.

We do not accept returns of custom-made items.

All products are subject to a restocking fee.

The restocking fee is subject to business and occupation (B&O) tax under the Service and Other Activities classification.

A full refund of the deposit is subject to all fees and labor costs, and material costs incurred.

Paying with credit will add a non-removable 3% fee.

For more information see our website [realcraft.com](http://realcraft.com)