



## Freight Damage Claims

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- Conestoga will process all claims for damaged products shipped on Conestoga's trucks.
- UPS and Federal Express damage claims must be filed by Conestoga, and will be paid to Conestoga. All packaging materials and damaged product must be retained by the customer for inspection or collection by UPS or Federal Express.
- Common carrier claims must be filled out by the customer with the appropriate freight carrier. Conestoga will replace damaged items with no expedite upcharges.
- In all situations, if a shipment contains a damaged package or skid, the freight bill must be marked "Damaged" or "Subject to Inspection". Both the receiver and delivery person must sign the freight document. If the freight bill contains no notation of damage or appropriate signatures, the freight carrier will not honor the claim.
- Conestoga recommends all freight bills be signed by the customer "Subject to Inspection". This will aid in possible concealed damage claims.
- Damage must be reported within 12 business days after receipt of product. Claims for damaged products after 12 days will be denied.

## Missing Product Claims

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- For missing product claims, Conestoga will initiate an investigation of the original shipment. The research will include our picking documents, skid listing and bill of lading. These documents will verify if the proper number of products were loaded on the delivery truck. The bill of lading will show proof of delivery or notations of any delivery or receipt issues.
- Based on the results of the investigation, Conestoga will either issue a credit to your account or notify you that your claim has been denied.
- Conestoga requests that customers verify the package count within five business days, and the total number of items and sizes within 12 business days. Claims filed for missing products after 12 business days will be denied.

## Customer Receiving Process

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- Each pallet delivered will contain a skid ticket. The skid ticket lists each package on the pallet by the order number and a three-digit pallet number beginning with 001. Customers should inspect each pallet within five business days of receipt to verify package count on the pallet.
- A complete packing list will be included with the delivery. This packing list is a summary of all products shipped, including oversized packages that will not fit on a pallet. Package counts should be verified by customer within five business days.
- For Conestoga route truck deliveries, Conestoga truck drivers will assist you in verifying that you have received all products listed on a skid report. The skid report documents each skid number and the packages on each skid. Any oversized or loose packages will also appear on the skid report. Your receiver will be asked to sign the skid ticket and bill of lading as verification that delivery of all packages listed has occurred.

## Warranty Information

- Conestoga Wood Specialties Corporation warrants that, for a period of one year from date of shipment, our products will be reasonably free of defects in materials and workmanship. When properly handled, our products will conform, **within acceptable tolerances**, to applicable manufacturing specifications. This limited warranty applies only to Conestoga products which are stored, handled and installed properly. Conestoga will not be responsible or liable for any indirect, consequential or incidental damages or costs sustained by the user.
- Conestoga's warranty is limited solely to the value of the original materials purchased from Conestoga and is further limited in amount to the purchase price paid for such materials. Conestoga will not be liable for the cost of extraneous materials, labor, travel costs, installation expenses or other related expenditures.
- Natural characteristics in the wood (burls, grain patterns, pin knots, mineral deposits, sap, etc.) that fall within Conestoga's specifications will not be considered defects.
- Conestoga will not be liable for damages to products caused by improper handling, storage, assembling, finishing or installation by the customer. Our products are not warranted against expansion occurring as a result of high moisture or humidity conditions.
- Conestoga's finished products carry a one year warranty against peeling, blistering, fading, or cracking, but no warranty against discoloration. Conestoga assumes no responsibility for damages or poor color match when finish is applied by the customer.
- Some species, particularly Cherry, will darken naturally with age. Conestoga is not liable for the change in appearance of any product, finished or unfinished, due to this aging process. Results of aging will be more obvious when using clear, light or glazed finishes.
- Mitered doors allow a .010" joint gap 1" from the inside bead.
- Mitered doors are not warranted against joint separations that occur as a result of high humidity or moisture conditions. Painted or opaque finishes are not recommended on mitered designs.
- Veneered panel doors are not guaranteed to match solid wood framing on the same door in either the raw or finished state. Veneers will absorb stain differently than solid wood. The mismatch of solids and veneers is not considered defective.
- Solid wood moulding color may differ from doors of the same specie.
- Because the individual staves of the panel continue to contract and expand, lines may appear on solid wood panels and offsets may develop from one stave to another. These will not be considered defective.
- Panels that exceed 22" wide by 44" high in either single or multi-panel products are not warranted against expansion, warpage, cracking or open framing joints.
- Conestoga will warrant one piece products against expansion, warpage or cracking if they are within the following parameters:
  - ◆ Product up to 12" wide and 21-15/16" high, will be warranted if the expansion or warpage is greater than 1/8".
  - ◆ If the product measures between 12-1/16" to 22" in width, or 22" to 43-15/16" in height, it will be warranted if the expansion or warpage is greater than 1/4".
- All three-piece drawer fronts over 44" wide and 14" high are not warranted against expansion, warpage, cracking of panels or cracked joints.
- Conestoga expressly disclaims any and all other warranties, whether expressed or implied, including all warranties of merchantability and warranties of fitness for a particular purpose with respect to its products.