

CLAIMS: All claims, whether referring to errors in prices, filling orders or for defective/damage goods, must be submitted within (5) days after receipt of shipment. All issued documents by a carrier confirming receipt of a shipment must be honored by the purchaser.

GENERAL RETURN POLICY: No returns are allowed on made to order items. Please keep in mind most items manufactured by RAJACK are classified as made to order items given the nature of our products. Each return request is reviewed on a case by case basis if we can accommodate your return request based on matching product in our open orders system we will be happy to work with you.

Special return policies can be negotiated based on the nature of the project needs prior to production. If no specific policies are assigned for a job then the default policy is the GENERAL RETURN POLICY.

CANCELLATIONS/CHANGES: While RAJACK will try and accommodate customer change or cancellation request, we cannot guarantee that the request can be carried out once production has begun. We will make every attempt to satisfy the request but RAJACK reserves the right to make final decisions on these types of requests. Usually but not limited to a 48 hour window before material is assigned and cut to size for production.

MECHANICAL WARRANTY: RAJACK warrants that each product shall be free from mechanical defects for a period of 1 year from time of purchase.

LIVING FINISH/ORGANIC: Due to the nature of living finish products, they will wear over time and may already have begun the process before leaving the factory. No finish warranty is offered on living finish products, which are meant to age over time. Living finishes include raw brass or non lacquered finishes.

LIMITED FINISH WARRANTY: RAJACK finish warranty covers the original purchaser for 1 year from date of purchase for interior use of products. This excludes LIVING-ORGANIC FINISHES-mentioned in another section. This warranty is for defects or errors in the finish, NOT damaged finished that may have occurred from improper installation, misuse of product or harsh cleaning products.

SPECIAL CONDITION WARRANTY: RAJACK issues Special Conditions Warranties which would be negotiated with customer prior to manufacturing and delivery of any products. All products manufactured are covered under the General Product Warranty unless a Special Conditions Warranty was issued for a specific product, job or condition.

Maintenance & Cleaning: We suggest you clean any hardware product the same way we clean them here in our shop. We wipe down using a cotton t-shirt or cotton rag. On some occasions we dampen with water or a touch of dish washing detergent (no fragrance-plain). **Nothing more.** Any other cleaning chemicals will most likely damage the finish or cause unexpected results.



RAJACK HARDWARE

Product Warranty & Maintenance



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