

21 JAN 2016

LIMITED WARRANTY
And Return Policy

JJJ Specialty Co. products are guaranteed against defects in materials and workmanship for a period of 1 year from date of purchase except glass as specifically stated. Insulated glass is warranted for seal failure for a period of ten (10) years from date of purchase. All glass is warranted for 1 year for cracks, chips, spalls and discoloration. This Warranty is expressly limited to JJJ Specialty Co. manufactured products sold exclusively by JJJ Specialty Co and its distributors and does not apply to resale by third parties.

Send notice of defects in materials or workmanship plus proof of purchase in writing to sales@jjjspecialty.com Include pictures showing issues of defect. After evaluating the defect, JJJ Specialty Co., at its sole discretion, will determine the cause and will replace or repair product at no charge if the damage is the result of a warranty defect.

For Transit Damage that occurs from the result of shipment, you must notify JJJ Specialty Co. within 72 hrs of receipt with pictures of damaged product and product container. Send to sales@jjjspecialty.com. Claims after 72 hours will not be accepted.

If the defective or damaged product is no longer available, JJJ Specialty Co. will, at its sole discretion, replace the product with a similar product, or refund the original purchase price

This Warranty is limited to repair or replacement of product purchased. It does not extend to costs of labor for installation, removal, or finishing of such products. JJJ Specialty Co. will not be responsible for any damages caused by mishandling, operator error, failure to follow proper installation instructions, failure to properly finish or seal product, or abuse of product. Warranty is void if product is altered in fit, form or function. This Warranty is limited to the product purchased and does not include any other damages to persons or properties. All implied warranties are expressly disclaimed.

JJJ Specialty Company distributed products are subject to the warranty provided by the OEM. If distributed product is applied to JJJ Specialty Company manufactured product, then JJJ Specialty Warranty will apply.

Disputes are to be resolved under Minnesota Law in Sherburne County, MN.

Return Policy:

If you should wish to return standard product for replacement or credit you must do so within 7 days of receipt. Send your request to sales@jjjspecialty.com with proof of purchase, and you will receive a Return Authorization Form. Complete the Return Authorization Form and return a copy of Return Authorization Form to JJJ Specialty Co. A 20% restocking charge will be assessed for each item returned for credit. Items must be received in new condition for any credit or replacement to be issued.

RETURN OF CUSTOM FABRICATED PRODUCT IS NOT ALLOWED. ALL CUSTOM FABRICATED PRODUCT SALES ARE FINAL.

Return Procedure:

1. Request Return Authorization (RMA) from JJJ Specialty Co. Upon confirmation of return eligibility, JJJ Specialty Co will issue a RMA.
2. Make one copy of the Return Authorization Form for each box you will be returning, and enclose it in an envelope to be placed in the box with the item.
3. Pack product being returned and schedule carrier pick up.
4. Packages will be picked-up at the location of purchaser's choice.
5. Make note of the tracking number supplied by carrier for proof of return.
6. After the item is received and confirmed in NEW condition, a credit will be issued less the 20% restocking charge. Damage during return will void any credits or replacements.

To allow us to issue credit on a timely basis, please be sure to attach a copy of the Return Authorization form to the returned product.