

# WORTH

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## HOME PRODUCTS

### Returns, Exchanges, Credits, Warranty Returns, and Refund Policy

Worth Home Products believes in supplying our customers with only the best Wooden Filter Grilles the industry has to offer. We are confident in the quality of our products. However, we realize problems can arise and that items may arrive defective, damaged or not as you had anticipated. Therefore, if you need to return products, please follow the guidelines listed below:

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#### **Shipping Damages or Shortages**

**Please inspect your merchandise immediately upon receipt.**

If you receive a truck load or less than truck load shipment and there is obvious damage to the shipping container, you should have the carrier note any damage and refuse the shipment. The carrier is responsible for the damage. Contact Worth Home Products at 713-660-0025 for replacement of the damaged items. Please fax a copy of the carrier signed refused shipment and damage claim to 832-202-2522 attention Customer Service.

Inspect all packages and packing lists to determine whether there are any missing pieces. If there is a shortage, please have the carrier note the shortage, file a claim with the carrier, and contact Worth Home Products for replacement of the missing items at 713-660-0025. Please fax the carrier noted shortage report to 832-202-2522 attention Customer Service.

If your shipment is received via a small package carrier (UPS, FedEx, etc.) or the truck line dropped the shipment without inspection and you find that the carrier delivered a damaged package, save your packing material, call the carrier and file a claim. Your carrier's representative may inspect the damaged merchandise and will give you a Loss Damage Claim number. Fax the Loss Damage claim to 832-202-2522 attention Customer Service and email [customerservice@worthhp.com](mailto:customerservice@worthhp.com) with the claim information or call 713-660-0025. Your carrier will return the merchandise to us. As soon as we receive it, with the assigned loss damage claim information, we will credit your account or replace your merchandise, whichever is suitable to you.

If you require an immediate replacement shipment, notify us via e-mail at the above noted address or call 713-660-0025. We will ship a replacement order charged to your account and make the appropriate credit adjustment when the returned product is received.

**If your merchandise is damaged due to misuse, mishandling, incorrect installation, or accident, a refund or exchange is not applicable.**

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#### **Defective Merchandise**

Product technical issues, including installation help, can be resolved quickly by calling the Worth Home Products technical support telephone number at 713-660-0025. If the problem cannot be resolved, we will replace the defective product. Email [customerservice@worthhp.com](mailto:customerservice@worthhp.com) to obtain a Return Goods Authorization (RGA) number. Defective Merchandise will be replaced provided the RGA is obtained within thirty (30) days of receipt of merchandise. Defective products must be in original factory carton with all original packing materials. Products found to have defects in material or workmanship will be replaced without charge if the defect is reported within thirty (30) days of the original purchase. Follow the general returns procedures noted below to return defective merchandise.

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## **General Returns**

Worth Home Products hopes that you will be satisfied with your order. In the event that you would like to return your merchandise, and it has NOT been installed, you may return it. **PLEASE NOTE THERE WILL BE A TWENTY PERCENT (20%) RESTOCKING CHARGE ON ALL RETURNS GENERAL RETURNS.**

Please contact [customerservice@worthhp.com](mailto:customerservice@worthhp.com), fax customer service at 832-202-2522, or call 713-660-0025 for a Returned Goods Authorization (RGA) number. All products must be returned in resalable condition with original packaging and inserts. Products not in resalable condition will be returned to the customer, at the customer's expense or destroyed. RMA numbers are valid for 15 days from date of issue. Credit will not be issued if the return is received after 15 days following the issuing of the RGA. Products returned must be accompanied with an RGA. A credit will not be issued if the merchandise is not the original product invoiced or does not meet our stated criteria.

## **Instructions for Returns:**

1. Contact [customerservice@worthhp.com](mailto:customerservice@worthhp.com), fax customer service at 832-202-2522, or call 713-660-0025 to obtain a Return Goods Authorization number.
2. All merchandise must be returned in the original packaging within thirty (30) days from the delivery date, be free of damage, not have missing parts, and contain the original inserts.
3. Products must be in unused "new" condition.
4. Enclose the invoice with the reason for the return.
5. **All returns MUST be shipped freight prepaid. Delivery of products received freight collect will be refused.**
6. **Credit for products received without an RMA number, not approved for return, or not meeting our criteria will be refused.**
7. Ship the product to the address provided with the RMA. Clearly note the RMA number on the outside of the package.
  - a. **All returns must be shipped within five (5) business days after the RMA is issued**
  - b. **All returns must be received within ten (10) business days after the RMA is issued.**
8. Please email the tracking number for returned goods to [customerservice@worthhp.com](mailto:customerservice@worthhp.com) or fax to 832-202-2522.

A credit memo equal to the full purchase price will be issued for products returned which meet our criteria. The credit memo is valid for use for purchases from Worth Home Products for a period of one year of the issuing date.

**Shipping charges are non-refundable except in the case where expedited shipping is paid but the shipment arrives late or a wrong item was shipped in error.**

**Products not restockable will be returned at purchaser's expense or discarded.**

**Special order and non-standard Grilles are not returnable for credit or exchange unless they are damaged in shipment (carrier claim must be filed) or defective.**

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## **Cancelled Orders**

If you cancel your order after your item(s) have shipped, you will be responsible for all shipping charges and a 20% restocking fee to be applied to the credit or refund issued because of the cancelled order. (NOTE: Tracking numbers are not always available immediately at the time of shipment. It may take up to 24 hours to receive your tracking number.)

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## **Warranty**

All Worth Home Products' wooden return air grilles ("Return Air Grilles") are guaranteed to be of good material and workmanship and free from defects that render it unserviceable for the use for which it is intended at the date of receipt by the homeowner, builder or AC contractor, whichever comes first. Natural variations in the color or texture of the wood are not to be considered defects. The quality of architectural woodwork is safeguarded while it is in our possession. This warranty does not apply to products damaged or handled improperly by the homeowner, builder, or AC Contractor as the case may be.

To be protected by our guarantee, our Return Air Grille must not be stored in damp warehouses or placed in moist or freshly plastered buildings; or must not be subjected to abnormal heat or dryness. Furthermore, the Return Air Grilles must not be handled improperly during shipping, handling, and storage. Improper handling includes but is not limited to stacking it beyond the limit marked on the packaging; stepping on it; dropping it; storing or resting it any way other than flat, whether or not it is in its packaging or following the installation instructions and precautions.

Each Return Air Grille must be inspected after its packaging is opened, and all claims or complaints must be filed before painters' finish is applied. Worth Home Products will not be responsible for defects resulting from neglect of the precautions. If Worth Home Products, in its opinion, determines the Return Air Grille has been mishandled or mistreated, then all warranties shall be null and void.

To guarantee this Return Air Grille, it must be handled and installed in accordance with our instructions found in this packaging or on our web site. Evidence of any mishandling will void the warranty.

We agree, within the warranty period to repair or replace (in the unfinished, if so furnished originally), at our option and without charge, any Return Air Grille which is defective within the meaning of this guarantee. We do not agree to be responsible for any work which was not originally performed by us. We do not agree to pay charges for finishing or installing replaced woodwork. This guarantee is not effective if goods are repaired or replaced without first obtaining our written consent.

### **Precautions**

- Always handle with care
- Always use two hands and only handle louvers near or at the parameter of the grille (do not handle the grille by holding the louvers in the middle)
- Ensure that the return air opening is sized properly before installing
- Ensure that the screws or nails meet the framing or stud behind the drywall
- Do not force the wooden grille into the metal frame or the return air opening
- Prime & paint 100% of all exposed and concealed surfaces before installing

We appreciate your comments on this product. Our Customer Service Number is (713) 660-0025 ext. 2. Calls are accepted Monday through Friday from 9 am until 5 pm. Alternatively, visit our web site at [www.WorthHomeProducts.com](http://www.WorthHomeProducts.com).

Items returned under warranty will be for exchange only. No credit will be issued. After the inspection of the returned grille is performed and it is determined the grille will be replaced under a warranty claim, a replacement grille will be shipped to the customer.

1. Warranty replacements are subject to our inspection for misuse prior to being replaced.
2. Contact [WorthHomeProducts.com](http://WorthHomeProducts.com) to obtain a Return Goods Authorization number.
3. Enclose a note explaining the nature of the warranty claim.
4. All returns **MUST** be shipped freight prepaid. Products received freight collect, without a RMA number, not approved for returns, or not meeting our criteria will be refused.
5. Pack the grille carefully and ship the product to the address provided with the RMA. Clearly note the RMA number on the outside of the package.
  - a. **All returns must be shipped within five (5) business days after the RMA is issued**
  - b. **All returns must be received within ten (10) business days after the RMA is issued.**
6. Please email the shipment tracking number for the warranty return to [customerservice@worthhP.com](mailto:customerservice@worthhP.com) or fax the information to 832-202-2522