



Bed Wood and Parts LLC Warranty and Policy

Return Policies

All sales are final and the return of merchandise may be authorized only after a return request has been made. All returns must be sent freight pre-paid. No C.O.D.'s will be accepted. A Return Authorization Number (RAN) will be given. The RAN must be on the outside of the returning package and must be included on all correspondence. Shipping, handling, and crate charges are non-refundable. Approved items are subject to a 25% restocking fee. All returned parts must be new and undamaged. Items used, dented, damaged, rusty, chromed, coated, primed, painted, powder coated, stained, sealed or modified in any way are not returnable. All authorized returns must be received by Bed Wood and Parts, LLC within 30 days of the original invoice date.

Refused Shipments

Customers will be charged a minimum 25% handling charge plus freight on refused shipments.

Shipping Policies

Orders are shipped UPS or truck line, whichever is the most economical. Customer is responsible for all freight charges.

Liability & Warranty

Because Bed Wood and Parts, our suppliers, vendors, and manufacturers have no control over the installation and/or use of their products, we will not be liable, jointly or individually, for personal or property damage caused by the use or misuse of any product we manufacture or sell. No warranty is expressed or implied. In addition, wood is a natural product that is susceptible to varying humidity levels and weather conditions. Bed Wood and Parts recommends, and it is the customer's responsibility to seal their wood as soon as possible after receiving it to protect it from splitting, cracking, checking or being damaged in other ways due to changing weather conditions. Bed Wood and Parts is not responsible to replace boards which are split, checked or cracked after 30 days from the invoice date. We guarantee our products to be free from defects in materials and workmanship at the time the merchandise is shipped or picked up. We will replace or repair any product found to be defective, subject to our inspection. Our guarantee covers replacement or repair of defective merchandise only. Product must be returned freight prepaid for inspection. There is no guarantee on parts that are rusty, modified in any way, chromed, polished, painted, powder coated, or installations using customer supplied components or other parts.



Damage

Claims for damaged or lost merchandise must be made directly with the freight carrier. Merchandise that is shipped via UPS and received damaged must be kept in original carton for their inspection. It is extremely important for you to inspect your shipment for damage in the presence of the delivery person and before signing for the package. Bed Wood is not responsible for replacing any damaged wood after 30 days from the invoice date. If you need help making a claim to the freight carrier, please call for assistance.