





## Warranty Claim Form Return Goods Authorization (RGA)

**This form DOES NOT authorize the  
RETURN of an item**  
**For complete Policy Info visit:**  
**[www.woodpro.com](http://www.woodpro.com) / Login / Dealer Support /**

### Overview

All bath cabinetry and quartz tops are made-to-order and are therefore non-returnable and cannot be canceled once placed into production. Therefore there are only two reasons for an RGA to be requested:

- Defective Cabinet
- Damaged Cabinet

For either of these reasons contact Woodpro's Customer Service team at 888-296-6377 and request an RGA. This must be completed before returning a product. Product returns due to defect or damage must be returned in the original carton and be authorized by a Woodpro representative before they can be returned to Woodpro for inspection. Not all product warranty claims are eligible for product return.

### Woodpro Credit for Returns

Upon Woodpro Cabinetry's receipt of the returned item at our plant, we will inspect and issue a full or partial credit within 7 work days. Do not send a debit memo until you have received the credit memo. We do not accept debit memos without our credit memo.

### Defective Product

A defective product is defined as a product that is faulty or that is inconsistent with normal Woodpro quality standards in materials or workmanship.

Defects must be reported prior to installation to discuss project solutions. For example: A vanity with a defective door hinge could be installed (so as to not slow down the project) and Woodpro would honor the warranty by sending a replacement hinge and/or a door with hinges. Products that have been installed and/or are not in the original carton are not eligible for return for full credit. Pictures of the defective item must be emailed to [support@woodpro.com](mailto:support@woodpro.com).

All assigned Woodpro sales representatives are authorized to inspect the product and assist the Woodpro Customer Service team in determining eligibility for warranty and to determine the method to satisfy the warranty.

Woodpro IS NOT responsible for labor costs to install replacement parts.

### Defective Cabinet Credit

If we can't correct the problem with a replacement component(s) then we will issue an RGA and schedule a pick-up of the cabinet(s) or satisfy the Warranty as determined by the Woodpro Customer Service Team. Inspection by our Sales Representative and/or photos of the defective cabinet may be requested.

Note: Replacement cabinet components (doors, drawers, mirrors, etc) will be ordered when possible to correct defective cabinets based upon inspection or photos.

Products that have been installed and/or are not in the original carton are not eligible for return (RGA) or full credit.

### Damage during Delivery by Common Carrier (LTL)

If you notice damage to any products on your palletized shipment you must either:

- Refuse the entire shipment; or
- Accept the entire shipment and then file a claim.

**Products delivered by common carrier (LTL) that are damaged during delivery and show visible damage to the carton are NOT eligible for a warranty claim.** The LTL shipping carriers who deliver the products for us will be responsible for the delivery of the product and its condition. **Any product shipped by a carrier that has visible damage MUST be checked at delivery and the shipment must be refused if damaged. You MUST note the damage on the Bill of Lading to ensure the carrier assumes the responsibility for the damage.**

Woodpro is not responsible for loss or damage that occurs after you give the carrier a clean receipt. Products with Visible Damage to Carton reported AFTER delivery are NOT eligible for a warranty claim. Your Woodpro Customer Service Team will assist you in ordering replacement parts or re-ordering the cabinet and assisting with the pricing of these parts or products. Contact Woodpro for re-ordering the product or for any needed replacement parts. 888-296-6377

### Damage During Delivery by Contract Carrier

Products delivered by Woodpro's contract carrier(s) that are damaged during delivery and show visible damage should be inspected at delivery and the item should be refused if damaged, unless a replacement part(s) could fix the problem. Please contact Woodpro to order replacement parts or to report a refused item. The Woodpro contract carrier driver will return the item, and the product will be re-ordered. You will receive a credit for the damaged product(s) and a new invoice for the re-ordered product(s).

### Damage After Delivery

Woodpro is not responsible for loss or damage that occurs after you give the carrier a clean receipt. **Products with Visible Damage to Carton reported AFTER delivery are NOT eligible for a warranty claim.** Your Woodpro Customer Service Team will assist you in ordering replacement parts or re-ordering the cabinet and assisting with the pricing of these parts or products.

### Concealed Damage Policy

Products that show no visible damage to the carton but are found in a damaged condition are considered concealed damage claims. A Woodpro product that has concealed damage and is still in the original undamaged carton is eligible for a warranty claim. The claim must be reported no later than 30 days from invoice date. All assigned Woodpro sales representatives are authorized to inspect the product and assist the Woodpro Customer Service team in determining eligibility for warranty and to determine the method to satisfy the warranty and/or to issue an RGA. Pictures of the defective item MUST be emailed to [support@woodpro.com](mailto:support@woodpro.com). **Products that are not in the original carton are not eligible for return.**

Freight companies (by law) do not have to pay for any Concealed Damage claims so it's imperative that any visible damage to the carton or shipment MUST be noted on the Bill of Lading prior to the driver's departure.