

Requests for Credit, Returns, & Errors

Damage

If damage is detected during the delivery/receiving process detailed notes should be made on the receiving paperwork, (or in the case of electronic delivery) a separate document should be filled out by the customer and given to the delivery driver, do not let a driver leave if damage is detected. This document, along with multiple photos detailing the damage should then be sent to your account manager. Elipticon cannot be responsible for visible cosmetic damage detected more than 24 hours after product has been received. There may be cases where the material must be returned to obtain credit, material should never be thrown away without written permission from Elipticon Wood Products Inc. No credit will be issued for products that have been finished by a 3rd party finisher.

Returns and Credit.

Any “nonstock” items are not eligible for return. Upon approval, Elipticon will accept undamaged stock items with a 50% restock fee.

Credit will not be issued on invoices that are over 60 days old.

Reimbursement

Reimbursements or back charges of any kind will not be paid without detailed descriptions and prior approval of the exact dollar amount by the Elipticon account manager. If the Reimbursements or back charges are accepted by the Elipticon account manager, that acceptance waives Elipticons responsibility on any future quality/warranty disputes.

Sanding

While the moldings that Elipticon provides are of superior quality, sanding should always play a critical role in the beautification of wood. Since Elipticon cannot control the conditions of each job site (temperature, humidity, and storage practices) we will not respond to claims that could have been resolved with proper sanding.

6/1/2021