

# Shipping Policy

\*\*Shipping is provided solely as a convenience to our customers.

**ALL DOORS ARE SHIPPED GROUND COMMON CARRIER, PREPAID AS A CONVENIENCE TO OUR CUSTOMERS. OTHER METHODS TO BE DETERMINED UPON ORDER. (CHARGES TO BE DETERMINED BASED ON WEIGHT AND ZIP-CODE- CALL 877-366-7724 FOR QUOTE.**

It is the responsibility of the customer to inspect all product *immediately* upon arrival for manufacturers defects or damage and all claims for damage must be made at that time. A count for all parts must be made at that time.

Doors damaged by the freight carrier must be reported immediately to the freight carrier.

Notations of 'exception' must be made at that time on the Bill of Lading. Damages not noted on the Bill of Lading after delivery will be deemed the customer's responsibility. It is the responsibility of the consignee( person receiving the product) to file freight claims.

Inspect each door immediately upon receipt. All visible defects or mistakes in shipment must be reported to [LONGVIEW DOORS & WINDOWS](#) before cutting, hanging, finishing or altering the door in any way. [LONGVIEW DOORS & WINDOWS](#) will need an emailed PIC of the problem or photos sent by 'snail' mail.

In the case of a defective door, it is the option of LONGVIEW DOORS & WINDOWS and the vendor AAW, INC. to; repair the door, replace the door or refund the cost of the door. **Please note: Replacement product will not be shipped until the defective product is picked up for credit. Exceptions to this would mean the customer would pay for the new door ahead of time and when the defective door is received back they are credited the amount of the defective door.**

Claims shall not include any costs for taking down defective door, finishing or hanging of new or temporary door.

NOTE: Slab doors are returnable with a 25% restocking fee + shipping.

NOTE: Prehung door units or special order doors are non-returnable.