

Claims and cancellations

1. Claims on faulty products should be reported to excellent doors immediately to start the warrantee process.
2. Claims on products manufactured to clients specifications or specialised manufactured products if found defective will be repaired or replaced on excellent doors discretion.
3. Springs supplied on customers request whether tension or torsion are not returnable for credit or replacement.
4. Claims on wrong products delivered should be brought under excellent doors attention immediately and returned or left in its original condition and or packaging for re-stocking and or collection by excellent doors.
5. Claims for replacement or refunds on products already affixed to a property permanently or temporarily will not be considered.
6. Claims for replacement or refund on products removed from their packaging and assembled by any other party except excellent doors or excellent doors approved installers will not be considered.

Any order can be cancelled permitting the following

1. A 70percent cancellation fee will be charged on industrial orders already in production
2. Any deposits paid on special size orders will be forfeited by the consumer on cancellation with a minimum of 30percent of contract amount.
3. Transport cost and installation labour does not form part of product cancellations and will be treated separately on calculating of refunds.
4. 20percent cancellation fee will be charged on cancellation of in house stock items for restocking and labour purposes.
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