

INSPECTION AND ACCEPTANCE

Customer shall examine all goods upon receipt and prior to installation. All claims for damage, shortage, and errors in shipment or improper delivery must be made to Ventsam in writing within two (2) business days of delivery, after which date Customer will be deemed to have accepted the goods and will have no right to reject the goods or to revoke acceptance. Customer must make any claims for billing errors or adjustments to Ventsam in writing within five (5) business days from the invoice date. Claims not received in writing within such period will be waived by Customer.

RETURNS:

Customer may return any good which Ventsam stocks and which is not a special-order item if:

- i. it is in new condition, suitable for resale in its undamaged original packaging and with all original parts; and
- ii. it has not been used, installed, modified, rebuilt, reconditioned, repaired altered or damaged. All returns are subject to a re-stocking fee, unless otherwise agreed to by Ventsam. Special orders of hardware or non-stock goods may be returned if the manufacturer is willing to accept the return and Customer agrees to reimburse Ventsam for any restocking or cancellation fees charged by the manufacturer.

All Special Orders of Door, Windows, and other Wood fabricated Products (non-stock items) cannot be returned and are not refundable.