

Once Wood Inc Warranty

Products are covered under warranty against defects in material and workmanship for three months from the date of original purchase. This warranty is extended only to the original purchaser/consumer.

If a product becomes defective due to a manufacturing within the specified warranty period, Once Wood Inc, at its option, will replace any part(s) that appear to be defective in material or workmanship.

Damage resulting from any cause beyond the control, including, but not limited to: exposure to excessive heat, dryness, humidity, moisture, or direct sunlight; or damage caused by misuse, abuse, neglect, accident, normal wear and tear, sprinkler systems, mishandling, fire, flood, earthquake, storm tornado, or any other act of nature are not covered under the terms of this warranty.

No labor , installation , or removal expenses are covered by this warranty.

All items returned must be packaged properly in order to ensure that the return can be speedily identified , traced as to customer and circumstance , and processed efficiently, and to protect against any further unnecessary damage to the product. Shipping of the returned item is the responsibility of the customer, unless it is a manufacturing defect.

Note: If you would like to return or exchange your item, you must contact us before sending it back. Items returned to us without notification will not be eligible for a refund or exchange.

To ensure we make your order right, we suggest emailing a copy of photos of the damaged package or product to oncewood@outlook.com.

Sincerely Yours
Once Wood Team