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CARVE DESIGNS

Basic Policy Information

You may RTV for a defect found on the floor or by a customer, but it must be a true defect and within 1 year of purchase or receiving. Customer satisfaction must be related to a true defect.

Exceptions

Highly chlorinated water damage we will not get credit for. They test their products for regular wear and tear in normal circumstance, so if the item is not upholding due to extreme circumstances, they will not credit

Vendor Requirements (Proof of Purchase, Etc.)

Proof of Purchase within 1 year

Warranty Links and/or Additional Information

They test their products in all conditions and anything over 1 year is considered regular wear and tear and does not qualify for credit.