

White River Warranty and Return Policy

SPECIFIED LENGTHS – There is an upcharge for specified lengths, ranging from 20%-40%. The customer also pays for additional footage needed to pull specified length orders. See specifications under each moulding category. Remember to take into consideration specified length charges for small UPS orders. Please feel free to call us with any design questions and we will be glad to help you. Our staff can help you detail your entire job.

RETURNS – Stock mouldings cannot be returned without prior approval and must have an RGA number. Mouldings will not be credited that are (1) marked on, (2) modified in any way, (3) exposed to excessive sun or moisture, (4) have sheetrock mud, primer, stain. “job site damage” or (5) or past 60 days from invoice purchase date. For stock mouldings to receive credit, moulding must be in resellable condition. Returns are F.O.B. Buyer, and are subject to a 20% restocking charge. Loose mouldings will only be accepted that are 8 feet and longer unless in original plastic covering. Any custom millwork is not returnable.

WARRANTY- White River’s Hardwood Mouldings are produced from clear kiln-dried hardwood lumber. All lumber is NHIA graded and dried to 6-8% moisture content. Our mouldings are produced from 65% 12’-16’ lengths in stock mouldings (overall 3’-16’). Our mouldings are precision machined by Wienig Moulders using Wienig Knife Tooling. We are not responsible for changes in mouldings due to environmental conditions during or after installation. Please follow information in Volume IV Catalog. “Technical Information, Section IV” to avoid problems associated with large mouldings.