

POLICY & PROCEDURE NOTICES

ERROR/RETURN POLICY

If you have made an error on your Order, **call us immediately!**

We will endeavor to do everything within our power to right the error and minimize any additional cost to you to correct it. Any goods returned to Windows West must have prior authorization and a Return Goods Authorization (RGA) number. Stock items will be subject to a 20% restocking fee. Any product with errors, Windows West fault, must be returned within 30 days, or no credit will be issued.

On Holding records. "Your call may be recorded for accuracy and/or training purposes".

PRICING POLICY

Windows West pricing is always based on current market conditions with the best product/value ratio passed on to our valued clients. While we will attempt to notify you of any price increases in advance, all prices are subject to change without notice.

ORDER POLICY

IMPORTANT! To ensure accuracy and increase our proficiency, we highly recommend and strongly urge you to fax all Orders to Windows West. Faxed Orders will receive priority handling, expediting production and delivery to you.

CANCELLATION POLICY

Orders received by Windows West are non cancelable except by written notice by client and written acknowledgement by Windows West. A 10% handling charge will be applied to all cancelled Orders. Orders which have already been started in production will be charged at full price.

OFFICE HOURS

We are here to serve you Monday through Friday, 8:00 a.m. to 5:00 p.m. MST
Closed Saturday & Sunday