



Damaged or Missing Parts Policy

Vidor is committed to ensuring customer satisfaction with every purchase. In accordance with this, we have a 48-hour notification policy in place for visibly damaged or product shortages. If you, as a purchaser, notice any such issue post-delivery, notification is required within 48 hours of receiving your order and **must** include photos of damage. Upon receiving your notification, we will promptly investigate the matter and provide a resolution and strive to resolve the issue to the best of our ability, in line with our terms and conditions.

For damages and/or shortages that are not immediately noticeable upon delivery, we extend the notification period to 30 days from the date of delivery. This is to ensure that any discrepancies or issues that were overlooked at delivery are duly addressed. All damage must be reported with photos **prior** to the installation of doors. Photos to be taken of the front and back of the section(s) with damage. By adhering to this condition, we can guarantee the efficiency of our resolution process and ensure fair practice for all parties involved.