

terms & conditions

Introduction

At 3branch, we view every project as a partnership. Our commitment is to work collaboratively with dealers, purchasers, and end users to identify and deliver the best possible solutions. We prioritize the end users' needs and strive to address any issues or concerns with care and responsiveness.

Our focus is on producing high-quality, durable, and cost-effective products that stand the test of time. Ultimately, our goal is for all parties to be fully satisfied with both the process and the result.

Quotes

All quotes are valid for 30 days from the date of issue.

Shipping

FOB Wheeling, IL. Title and risk of loss transfer to the dealer upon pickup by the carrier.

All merchandise is inspected and packaged in good condition prior to shipment. Most orders ship via common carrier on pallets; small parcel orders may ship via Fed Ex or UPS Ground.

3branch reserves the right to determine the most cost-effective and appropriate mode of transportation for each shipment.

Freight Claims and Damages

UPS or FedEx shipments

Customers are responsible for inspecting goods upon delivery for damage or shortage. Notify 3branch within 48 hours of receipt if damage is found. Do not discard shipping boxes or packaging materials.

Truck / Motor freight shipments

3branch is not responsible for damage occurring in transit by a common carrier. Our responsibility ends once the carrier accepts the shipment from our facility.

Inspect all shipments for damage before signing the delivery receipt (Bill of Lading).

Any visible damage must be clearly noted on all copies of the Bill of Lading at the time of delivery, or the carrier may deny the claim. Before opening, photograph any visible damage.

Concealed damage must be reported to 3branch within 48 hours of receipt. All cartons and packaging materials must be preserved for inspection to support a freight claim.

Returns

Returns are not accepted. Unauthorized returns will not be credited and will be refused upon delivery.

Cancellation

An order may be cancelled within 48 hours of placement without penalty. After 48 hours, cancellations are subject to review and may incur charges for materials, labor, or administrative costs at 3branch's discretion.



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Warranty

3branch warrants its products to be free from defects in materials and workmanship for the period specified by product collection. This warranty is void if damage results from misuse, misapplication, improper installation, unauthorized modification, or normal wear and tear.

3branch reserves the sole right to determine warranty coverage and to repair, replace, or refund defective products at its discretion. Warranty terms and coverage details are available at: [Product warranty details](#).

Warranty Labor Reimbursement

3branch will reimburse **labor only** for warranty repairs that are **pre-authorized** by 3branch. To be considered for potential reimbursement, authorized dealers must submit a completed claim including proof of purchase (PO/invoice), manufacturing label photo (model/FO number/manufacture date), description and photos of the defect, itemized service quote/invoice* (parts, hours, technician name, travel). Claims lacking required documentation will be returned and may be denied.

**Reimbursement shall be based exclusively on the actual labor costs incurred, as evidenced by the original quote or invoice from the third-party service provider. Claims that reflect costs in excess of actual charges will be returned and may be denied.*

Liability

Under no circumstances shall 3branch, its affiliates, officers, employees, vendors, or suppliers, be liable for any incidental, indirect, consequential, or special damages, including but not limited to loss of profits, business interruption, or loss of data, arising from or related to the purchase, use, or misuse of 3branch products.

Dealer's exclusive remedy shall be limited to repair, replacement, or refund as expressly stated under the 3branch warranty.

Governing Terms

These terms and conditions constitute the entire agreement between 3branch and the dealer with respect to the sale of products and supersede any inconsistent terms contained in dealer purchase orders or other documents, unless otherwise agreed in writing by an authorized representative of 3branch.

