

WheelhouseW10

Warranty Overview – Manufacturing Defects

At **WheelhouseW10 Uniform Co.**, we take great pride in the quality, craftsmanship, and performance of every product we manufacture. Our uniforms and apparel are produced using professional-grade materials, advanced sublimation and cut-and-sew processes, and strict quality control standards. That said, we understand that issues can occasionally occur, and we stand behind our workmanship.

Warranty Coverage Period

WheelhouseW10 provides a **45-day limited warranty** covering **manufacturing defects only**, beginning from the **date the product is received by the customer**.

Any warranty claim must be submitted **within 45 calendar days of receipt**. Claims submitted after this period will not be eligible for warranty consideration.

What Is Covered – Manufacturing Defects

This warranty strictly covers defects that are the direct result of the **manufacturing process**. Covered issues may include, but are not limited to:

- Improper stitching or seam failure caused by manufacturing error
- Fabric defects present prior to use
- Print defects such as misalignment, missing elements, or ink errors caused during production
- Construction flaws that affect the intended function of the garment
- Zipper or fastening failures attributable to manufacturing workmanship

All warranty claims are subject to review and verification by WheelhouseW10. Final determination of whether an issue qualifies as a manufacturing defect rests solely with WheelhouseW10 Uniform Co.

What Is NOT Covered

This warranty **does not cover** issues that are not related to manufacturing defects. Exclusions include, but are not limited to:

- Normal wear and tear
- Damage caused by misuse, abuse, or improper handling
- Damage resulting from incorrect washing, drying, or care (including failure to follow care instructions)
- Alterations or modifications made after delivery
- Fit, sizing, or preference-based concerns once production has been approved
- Color variations due to screen settings, lighting, or sublimation characteristics
- Damage caused during gameplay, training, competition, or contact situations
- Custom design approval errors (spelling, numbers, logos, colors) once final approval has been provided

Because our products are **custom-made**, slight variations may occur and are considered normal characteristics of the manufacturing process, not defects.

Claim Submission Requirements

To submit a warranty claim, customers must:

1. Notify WheelhouseW10 within **45 days of receipt**
2. Provide clear photos and a detailed description of the alleged defect
3. Retain the product in its original condition until the claim is reviewed

Failure to provide sufficient documentation may delay or void the claim.

Resolution Process

If a claim is approved, WheelhouseW10 will determine the appropriate resolution, which may include:

- Repair of the defective item
- Replacement of the defective item
- Store credit (at WheelhouseW10's discretion)

Refunds are not guaranteed and are issued only where repair or replacement is not feasible.

Additional Terms

- This warranty applies only to the **original purchaser**
 - Warranty coverage is non-transferable
 - WheelhouseW10 is not responsible for indirect, incidental, or consequential damages
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Our Commitment

We believe transparency builds trust. This warranty exists to protect customers from genuine manufacturing errors while ensuring the sustainability of our custom production model. Each order is built specifically for your team, your design, and your requirements—and we take that responsibility seriously.

If you have questions regarding warranty coverage or believe your product qualifies for review, please contact our team promptly.

WheelhouseW10 Uniform Co.

Built for performance. Backed by accountability.