



REHAU Remake Policy

Dear Customer:

Please be advised that a remake submittal must occur within 4-weeks from the day your shipment delivers. Only one remake submission per job is allowable. If there are multiple parts with defects or damage, these must all be on one remake order. You are responsible for checking all parts before a remake is submitted. To submit a remake, please see [How to Submit a Remake](#) instructions on the next page.

Any remake request submitted after the allotted 4 weeks either will be denied or must be reviewed by REHAU for approval. If multiple remakes are submitted for one job, they will be rejected. Please do not discard any of the defective doors or the original packaging until REHAU has accepted the remake, as we may request defective parts to be sent back for further evaluation.

This remake policy applies to non-warranty remakes, such as:

- Shipping damage
- Any other damage (machine made, by hand, etc.)
- Scratches/cracks
- Missing parts

Warranty Remakes

If a remake is submitted for a warranty issue, it can be accepted up to 6 months without review. After 6 months, it must be reviewed and approved by REHAU. Warranty related issues are:

- Wrong size
- Out of square
- Bad edgebanding trim
- Order produced wrong (wrong color, wrong grain direction, etc.)
- Edgeband or laminate delaminating
- Material issue (defects under peel coat, etc.) – REHAU issue

We thank you for your commitment to REHAU.

Sincerely,

The REHAU FC Team

How to Submit a Remake

If you are purchasing your REHAU Cabinet Doors through a distributor:

1. Take photos that clearly show the remake reason
 - Take one photo of the part label so we can easily identify your job.
 - Take photos of each door requiring a remake. If there are multiple doors with the exact same problem, take a photo of at least 2-3 doors showing the issue.
2. Identify each door that needs to be remade, and the remake reason
 - You can mark-up the packing list that came with the delivery to show many parts need to be replaced, and the remake reason
3. Contact your distributor and give them the details about your remake request
 - Send all photos and marked-up packing list (or typed up list) to your distributor via email
4. Your distributor will keep you informed of the ETA and options if required

If you are purchasing your REHAU Cabinet Doors direct from REHAU:

1. Take photos that clearly show the remake reason
 - Take one photo of the part label so we can easily identify your job
 - Take photos of each door requiring a remake. If there are multiple doors with the exact same problem, take a photo of at least 2-3 doors showing the issue.
2. Go to our Order Portal and request a remake on line
 - Go to the REHAU Order Portal and open the Order # that will need remakes
 - Click the "Request a Remake" button on the lower right side of the screen
 - Enter the quantity of each part you need remade
 - Provide a detailed explanation of the remake reason:
 - i. OK – "door was undersized 1/16in", or "door measures 24-5/16in wide"
 - ii. NOT OK – "wrong size"
 - Upload all photos showing remake reasons
 - Submit the remake order
3. You will receive notifications of the remake status as it progresses through completion.