



P. O Box 305  
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### **Privacy Notice**

We request information from you on our order form. To buy from us, you must provide contact information (like name and shipping address) and financial information (like credit card number, expiration date). This information is used for billing purposes and to fill your orders. If we have trouble processing an order, we'll use this information to contact you.

We are the sole owners of the information collected on this site. We only have access to collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone..

### **Shipping**

We ship next business day.

We Use Standard Shipping Rates for U.S. Deliveries.

Expect delivery within 3 to 5 business days.

Sometimes you need to receive items sooner. That's why, every time you place an order via our order form, you can choose a shipping preference.

### **Return Policy**

Product has to be returned, freight pre-paid, within 30 days after purchase. Product must be in good and resalable condition with original package. All return items are subject for inspection; we reserved the right to refuse any damaged or used items.

Original receipt or invoice is required for any return or exchange.

All refunds will be issued in the original form of payment minus a 20% re-stocking charge.

### **Warranty**

WocaDirect guarantees our products to be free from defects and will provide a lifetime of service as long as they are applied, maintained and cared for in full accordance with instructions published on our website [www.wocadirect.com](http://www.wocadirect.com) and any other company approved and published information sheets.

WocaDirect t is a natural oil finish allowing the natural beauty of the wood to show while providing excellent protection to the wood surface. WocaDirect floors will achieve a foot-worn look over time. Scuffs, scrapes, and accumulated character marks are an inherent feature of this floor finish; however the original appearance can be easily maintained by following the instructions on our website.

#### Limitation

Use, care, maintenance or rejuvenation of our finish with any product other than those approved by WocaDirect voids our guarantee. Damage caused by abuse, saturation (any liquids) or delayed maintenance voids our guarantee.

#### Claims

In the unlikely event of a claim under this guarantee, WocaDirect or its designated inspectors have the right to conduct inspections of the finish in question. Rubio Monocoat and the customer agree to be bound by the decision of the independent inspector.

#### Non-Transfer and Exclusions

This guarantee applies only to the original purchaser and is not transferable. There are no other guarantees, expressed or implied, including merchantability or fitness for a particular purpose, other than those listed within this guarantee. No retailer, installer, dealer, distributor, manufacturer, agent or employee has the authority to increase the scope or alter the terms or coverage of this guarantee.

Under no circumstances shall WocaDirect be liable or in any manner responsible for any claim, loss or damage arising from the purchase, use or inability to use its products or from any special, indirect, incidental or consequential damages, regardless of theory, including, without limitation, punitive or exculpatory damages or attorney's fees.

Please note that evidence of the purchase date and identity of the original purchaser is a condition for guarantee coverage and we strongly recommend that you keep it, together with our maintenance and care sheets, in a safe place.