

# Returns & Replacements

## Damage and Defect Allowance Policy

While we strive for every customer order to be delivered damage free, incidents do occur from time to time. In order to expedite the resolution of these issues, Wayfair will handle the incidents outlined below and associated customer service for incidents reported within 30 days of delivery to the customer ("**Incident Period**"). In exchange, **Wayfair will deduct 5% from the wholesale cost of every product purchase from you in order to cover these costs.**

### Incidents included:

- **Freight Related Damage** - Product damage or loss during shipment
- **One-off Manufacturing Defects** - Occasional product defects; recurring product defects are not included and subject to the terms of your Supplier Agreement

### Replacement Parts:

When Replacement Parts will best resolve the customer's issue within the Incident Period, Wayfair will submit a request to Supplier for such Replacement Parts. Replacement Parts are not included in this allowance and are sent to customers at Supplier's sole expense. If the Replacement Parts requested are not fulfilled by Supplier, or Wayfair offers another resolution to resolve the customer's Replacement Part issue, Supplier is responsible for the cost of the resolution up to the cost of a Replacement Unit and associated shipping costs.

You will be responsible for any other product incidents that occur (e.g., insufficient packaging), including any customer returns. For any incidents reported after the Incident Period, the applicable contractual and statutory warranties, and/or the Supplier's post-sale or manufacturer's warranty will apply, if any. Wayfair will facilitate application of the warranty to ensure that the customer is satisfied, and Wayfair will provide a credit request to the Supplier for these costs.

Once you have an established performance standard, the terms of this incidents allowance may be altered by Wayfair upon prior notice. This allowance may be terminated by Wayfair at any time.

Additional terms related to this allowance can be found [here](#).

This Allowance represents the understanding of Wayfair and the Supplier and supersedes any and all prior agreements on its subject matter. For the avoidance of doubt, this DDA is governed by the terms of your Supplier Agreement, including, but not limited to, the liability and choice of law provisions.