

# **WalzCraft Terms of Service**

**Last Updated: Sunday, June, 21, 2026**

These Terms of Service ("Terms") govern your access to and use of the WalzCraft website located at walzcraft.com, the Web Order Manager portal located at ordermanager.walzcraft.com, and all related pages, content, features, and underlying technology (together, the "Site"), provided by WalzCraft Industries, Inc. ("WalzCraft," "we," "us," or "our").

By accessing or using the Site, creating an account, placing an order, or clicking to accept these Terms, you acknowledge that you have read, understand, and agree to be bound by these Terms. If you do not agree, do not access or use the Site.

We reserve the right to modify these Terms at any time. All changes will be effective immediately upon posting to the Site and, by accessing or using the Site after changes are posted, you agree to those changes. Material changes will be conspicuously posted on the Site or otherwise communicated to you. Your continued use of the Site after any update constitutes acceptance of the revised Terms.

## **1. Privacy Policy**

We may collect information about you and your use of the Site as described in our Privacy Policy, which is incorporated into these Terms. By accessing or using the Site, you consent to the collection, use, disclosure, and handling of information as outlined in the Privacy Policy. You are responsible for reviewing the Privacy Policy periodically to stay informed about our data practices.

## **2. Access; License**

The Site is intended for use by trade professionals, including cabinet makers, cabinet refacers, contractors, lumberyards, and building and home improvement centers. Individual homeowners and consumers may access informational portions of the Site, but ordering functionality and the Web Order Manager portal are reserved for authorized trade customers with established WalzCraft accounts.

You must be at least 18 years old to access or use the Site. WalzCraft may verify your identity, customer number, or authorization at any time and may suspend or revoke access if you are not eligible or if you use the Site outside the scope of your authorization.

Subject to these Terms, WalzCraft grants you a limited, revocable, non-exclusive, non-transferable license to access and use the Site solely for lawful purposes and in accordance with these Terms. All rights not expressly granted are reserved by WalzCraft.

## **3. Accounts**

To access the Web Order Manager portal and certain features of the Site, you must register and create a password-protected account ("Your Account"). You may be required to provide information such as your name, company name, email address, phone number, WalzCraft customer number, and shipping address. You agree to provide true, accurate, current, and complete information and to keep it updated at all times.

You are responsible for maintaining the confidentiality of your credentials and for all activity under Your Account. You agree to notify us immediately of any unauthorized use or security breach and to log out at the end of each session. You may not allow others to use Your Account or use another user's credentials. Unauthorized access may allow others to view your business information, including order history, pricing, and account details.

WalzCraft may suspend, deactivate, or terminate Your Account, with or without notice, if you: provide information that is untrue, inaccurate, or incomplete; violate these Terms; misuse the Site or attempt to access unauthorized features; interfere with Site security or operation; or engage in conduct that could harm WalzCraft, the Site, other users, or third parties. WalzCraft has sole discretion to determine whether conduct warrants such action and may suspend or terminate Your Account at any time for business, operational, or legal reasons.

#### **4. Web Order Manager Portal**

The Web Order Manager portal at [ordermanager.walzcrafter.com](http://ordermanager.walzcrafter.com) provides authorized trade customers with the ability to place and manage orders for WalzCraft products. Access to the Web Order Manager portal is limited to customers who have been approved by WalzCraft and assigned a customer number. All orders placed through the Web Order Manager portal are subject to WalzCraft's standard terms of sale, pricing, and product specifications as communicated to you separately. WalzCraft reserves the right to accept or reject any order in its sole discretion.

Product descriptions, specifications, images, and pricing displayed on the Site and the Web Order Manager portal are provided for informational purposes and are subject to change without notice. WalzCraft makes reasonable efforts to ensure accuracy but does not guarantee that descriptions, images, specifications, or pricing are complete, current, or error-free. In the event of a pricing error, WalzCraft reserves the right to cancel or modify any order placed at an incorrect price.

#### **5. Compliance with Laws**

You are responsible for ensuring that your access to and use of the Site complies with all applicable laws in all relevant jurisdictions, including laws governing online conduct and commercial transactions. You are solely responsible for all activity under Your Account and for ensuring your authorized users also comply with applicable laws.

#### **6. Restrictions on Your Use of the Site**

You agree not to, and will not permit others to: access any account, order information, pricing, or business records you are not authorized to view; remove or alter any copyright, trademark, or proprietary notices; copy, reproduce, distribute, publish, modify, translate, adapt, reverse engineer, decompile, disassemble, or create derivative works of any portion of the Site without WalzCraft's written consent; use the Site for any unlawful purpose or in a manner inconsistent with its intended operation; submit inaccurate, incomplete, fraudulent, defamatory, obscene, harmful, or otherwise objectionable information, or information that violates third-party rights; use automated tools, including bots, spiders, crawlers, or scrapers, to access or harvest Site data; engage in data mining or other extraction activities or compile Site data for unauthorized purposes; upload or introduce viruses, malware, ransomware, logic bombs, or other harmful code; interfere with or disrupt the performance or security of the Site; frame, mirror, or circumvent the Site's user interface or security controls; impersonate any person or misrepresent your identity or affiliation; collect usernames,

email addresses, or other user information for unsolicited communications; or create a link to the Site from another website or document without WalzCraft's prior written consent.

## **7. Intellectual Property**

All content and images contained on the Site, including but not limited to the design, layout, look, appearance, graphics, text, product photographs, product designs, profiles, specifications, and all other materials, are the property of WalzCraft or are licensed to WalzCraft and are protected by applicable intellectual property laws. Reproduction, distribution, or transmission of any Site content in any form is prohibited without the express written permission of WalzCraft. All trademarks reproduced on the Site that are not the property of, or licensed to, WalzCraft are acknowledged. Unauthorized use of the Site or its content may give rise to a claim for damages and may constitute a criminal offense.

## **8. Monitoring and Enforcement**

WalzCraft may, but is not required to, monitor activity on the Site and may remove content or restrict access where necessary to protect the Site, business data, or other users. WalzCraft may take any action it deems appropriate to address violations or suspected violations of these Terms.

## **9. Payment Processing**

Payment functionality accessed through the Site or the Web Order Manager portal may be provided by WalzCraft directly or by a third-party payment service provider. When you initiate a payment through the Site, you may be required to complete an identity or authorization step or agree to the applicable payment provider's terms and conditions. WalzCraft is not responsible for any fees, delays, errors, declined transactions, chargebacks, service interruptions, or disputes arising from your use of any third-party payment service. All such matters must be addressed directly with the applicable payment provider.

## **10. Availability**

WalzCraft strives to keep the Site available, but availability may be interrupted or limited at any time for maintenance, updates, outages, technical issues, or events beyond WalzCraft's control. WalzCraft may suspend or restrict access at its discretion if it believes there is a security concern, actual or suspected unauthorized use, a violation of these Terms, or for any other reason permitted by law. Product information and order status displayed on the Site may not always reflect the most current records during outages or disruptions.

## **11. Security**

WalzCraft uses reasonable administrative, technical, and organizational safeguards designed to protect the Site and information processed through it. No system is completely secure, and WalzCraft cannot guarantee protection against unauthorized access, disclosure, loss, or misuse. You are responsible for protecting your login credentials and for any activity under Your Account. You access and use the Site at your own risk and are responsible for ensuring the security of your devices and networks.

## **12. Data Retention**

WalzCraft may retain or delete Site data consistent with its internal retention policies and legal obligations, and nothing in these Terms requires WalzCraft to retain any data or make it available to you after termination of Your Account or your access to the Site.

## **13. NO WARRANTY**

THE SITE AND ALL CONTENT, PRODUCTS, DESCRIPTIONS, SPECIFICATIONS, IMAGES, PRICING, AND INFORMATION ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTY OF ANY KIND. WALZCRAFT DOES NOT WARRANT THE ACCURACY, COMPLETENESS, TIMELINESS, OR RELIABILITY OF THE SITE OR ANY INFORMATION PROVIDED THROUGH IT, THAT THE SITE WILL BE UNINTERRUPTED OR ERROR-FREE, THAT DEFECTS WILL BE CORRECTED, OR THAT THE SITE OR SERVERS ARE FREE OF VIRUSES OR HARMFUL COMPONENTS. YOU ACKNOWLEDGE THAT SITE INFORMATION MAY CONTAIN INACCURACIES OR ERRORS, AND WALZCRAFT EXPRESSLY EXCLUDES LIABILITY FOR ANY SUCH INACCURACIES OR ERRORS TO THE FULLEST EXTENT PERMITTED BY LAW. WALZCRAFT IS NOT RESPONSIBLE FOR THIRD-PARTY SYSTEMS, INCLUDING PAYMENT SYSTEMS, OR FOR ANY DELAYS, INACCURACIES, OR INTERRUPTIONS RESULTING FROM SYSTEM OUTAGES OR NETWORK FAILURES. ALL USE IS AT YOUR OWN RISK.

## **14. LIMITATION OF LIABILITY**

TO THE FULLEST EXTENT PERMITTED BY LAW, WALZCRAFT AND ITS DIRECTORS, OFFICERS, OWNERS, EMPLOYEES, CONTRACTORS, REPRESENTATIVES, CONSULTANTS, AGENTS, SUPPLIERS, AND LICENSORS (COLLECTIVELY, THE "WALZCRAFT PARTIES") ARE NOT LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY OTHER LOSS OR DAMAGE ARISING OUT OF OR RELATING TO THE SITE, THIRD-PARTY SYSTEMS ACCESSED THROUGH THE SITE, OR YOUR ACCESS TO OR USE OF, OR INABILITY TO USE, THE SITE. THIS INCLUDES ANY ERRORS, OMISSIONS, DELAYS, SYSTEM FAILURES, OR INACCURACIES IN DATA OR CONTENT. YOUR SOLE REMEDY IS TO STOP USING THE SITE.

TO THE FULLEST EXTENT PERMITTED BY LAW, THE TOTAL LIABILITY OF ALL WALZCRAFT PARTIES FOR ANY CLAIM RELATING TO THE SITE WILL NOT EXCEED ONE HUNDRED DOLLARS (\$100.00), EVEN IF A REMEDY FAILS OF ITS ESSENTIAL PURPOSE. YOUR USE OF ANY INFORMATION OR MATERIALS ON THE SITE IS ENTIRELY AT YOUR OWN RISK, FOR WHICH WALZCRAFT SHALL NOT BE LIABLE.

## **15. Indemnification**

You will indemnify, defend, and hold harmless the WalzCraft Parties from and against all losses, claims, liabilities, damages, fines, penalties, costs, and expenses, including reasonable attorneys' fees, arising out of or related to: your access to or use of the Site; your misuse of Site features, the Web Order Manager portal, or ordering functions; your submission of information; your violation

of applicable laws; or your breach of these Terms. WalzCraft may assume exclusive control of the defense of any matter subject to indemnification, and you will cooperate fully with that defense.

## **16. Third-Party Websites, Content, and Applications**

The Site may include links or access to third-party websites, platforms, or services not controlled by WalzCraft. Your use of any third-party site or service is at your own risk and governed solely by the terms and privacy policies of the applicable third party. WalzCraft does not endorse, guarantee, or assume liability for any third-party information, technology, services, transactions, or data practices. Once you leave the Site through a third-party link, WalzCraft is not responsible for the protection or privacy of any information you provide.

## **17. Force Majeure**

WalzCraft is not liable for any delay or failure to perform caused by events beyond its reasonable control, including natural disasters, extreme weather, acts of God, war, terrorism, civil unrest, government actions, labor disputes, utility or telecommunications failures, Internet or hosting outages, or interruptions in third-party services. During a force majeure event, affected obligations are suspended until performance becomes reasonably possible. WalzCraft is not responsible for delays, errors, or data inaccuracies resulting from a force majeure event.

## **18. Feedback**

If you provide comments, suggestions, or feedback regarding the Site or WalzCraft products through the Site's feedback forms or other means, you grant WalzCraft a perpetual, irrevocable, royalty-free license to use, reproduce, modify, and implement that feedback without attribution, approval, or compensation. WalzCraft is a customer-driven company that welcomes and appreciates feedback, but has no obligation to review or respond to any feedback.

## **19. Disputes and Governing Law**

These Terms are governed by the laws of the State of Wisconsin, without regard to its conflict of law principles. Any dispute relating to these Terms or the Site must be brought exclusively in the state or federal courts located in La Crosse County, Wisconsin, and you consent to the personal and exclusive jurisdiction of those courts. Any claim relating to the Site must be filed within one (1) year after it arises or it is permanently barred.

## **20. Assignment**

We may assign our rights and delegate our duties under these Terms at any time to any party without notice to you. You may not assign these Terms without our prior written consent.

## **21. Interpretation**

These Terms constitute the entire agreement between you and WalzCraft regarding your access to and use of the Site. WalzCraft's failure to enforce any provision does not waive that provision or any other; any waiver must be in writing and signed by WalzCraft. If any provision is found invalid or unenforceable, it will be severed and the remaining Terms will remain in full force and effect. Section headings are for convenience only.

## **22. Cooperation with Law Enforcement**

WalzCraft may cooperate with law enforcement or governmental authorities regarding any suspected violation of law or these Terms, including by disclosing information associated with Your Account. You waive and hold harmless the WalzCraft Parties for any cooperation with, or disclosure of information to, law enforcement or governmental authorities.

## **23. Survival and Severability**

Provisions that by their nature should survive termination will continue in effect, including provisions regarding intellectual property, indemnification, limitation of liability, disclaimer of warranties, dispute resolution, security obligations, and restrictions on use. If any provision is found invalid or unenforceable, it will be severed and the remainder will continue in full force and effect.

## **24. Notices**

All notices, consents, and other communications under these Terms must be in writing and addressed to the recipient. Notices will be deemed given: (a) upon delivery if personally delivered or sent by a recognized courier service with fees prepaid; (b) upon receipt if sent by certified or registered U.S. mail, postage prepaid and return-receipt requested; or (c) when delivered by email if you are the recipient. WalzCraft may also provide Site-related notices by posting them within the Site.

## **25. Contact Us**

If you have questions or concerns regarding these Terms, contact us at:

**Email:** [CustomerSupport@WalzCraft.com](mailto:CustomerSupport@WalzCraft.com)

**Phone:** 1-800-237-1326

**Address:** WalzCraft 2600 Hemstock Street La Crosse, WI 54603-2349