

RETURN POLICY

General Requirements:

No returns or exchanges will be permitted on special orders. Legitimate returns within 10 days (subject to a 25% handling charge) must be authorized in writing and meet the following conditions:

- (1) Accompanied by a sales receipt.
- (2) Item is in "like new" condition.
- (3) Purchase must have occurred.

Fill out an RGA form to return your item and wait until you hear from us. You will receive an RGA number. Never ship back any item until you have an RGA number. When returning the item, write "RGA#" on the outside of the box. Take care to include all the information available to you including product ordered, reason for return, whether or not you opened the box, and any other questions or concerns you may have.

If the box is unopened:

- Fill out an inquiry form and wait to receive an RGA number.
- You will be responsible for the return shipping of non-defective products. Please note that these items may cost more than \$100 to return ship.
- Return is subject to a 25% handling charge.

If the box is opened and item is non-defective:

- Fill out an inquiry form and wait to receive an RGA number.
- Items must be in as-new condition, in original packaging with the packing slip, all warranty cards, manuals and accessories.
- You will be responsible for the return shipping of non-defective products. Please note that these items may cost more than \$100 to return ship.
- Return is subject to a 25% handling charge.

If the box is opened and the item is defective:

- Notify us immediately of damage to items. We are not responsible for damage to items after delivery is signed for.
- We stand by the high quality of our products. All defective products may be returned for an exact replacement (when available).
- Items that are damaged from shipping are NOT to be returned to us. Note the shipping damage and take up a claim with the shipping company immediately.
- Fill out an inquiry form and we will work with you to determine what should be done. Take care to detail exactly what is wrong with the product.

Terms

No sales will be entered unless there is an exact match for credit card information. We reserve the right to correct any extension, pricing or specification errors on any accepted orders or estimates.

Storage

Any returned goods will be charged Storage until they can be redelivered to the site at an additional delivery charge.

Warranties

We will expedite manufacturers limited warranties on those products so covered, for a period of up to one year from date of purchase if warranty so permits. Product warranties cover parts only. Installation, staining, finishing, delivery, and removal labor are not included.