

# Walpole Outdoors™

## RETURN AND CANCELLATION POLICY



### GENERAL RETURN & CANCELLATION POLICY

Since 1933, Walpole Outdoors has earned a national reputation for style, quality, and structural integrity through a commitment to our customer's needs. Whether you invest in a Walpole fence, structure, or other outdoor product, you can feel secure in the knowledge that it has been designed and handcrafted to the very highest standards. From manufacturing to fabricating, painting, and installation, Walpole Outdoors is the standard by which others are measured.



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## Return & Cancellation Policy

### **CUSTOM AND MADE-TO-ORDER PRODUCTS**

Because we design and manufacture your specific order to your unique project specifications, return of custom and made-to-order products can neither be authorized nor accepted, regardless of reason. Please see our return policy or contact us for details.

### **GENERAL RETURN POLICY**

Within 30 days of purchase, Buyer may return any products which Walpole Outdoors stocks and which are not manufactured to custom specifications if:

- i. the Products are in new condition, suitable for resale in undamaged original packaging and with all original parts; and
- ii. the Products have not been used, installed, modified, rebuilt, reconditioned, repaired, altered, or damaged.

Upon return, your item will be inspected, and exchanges, credits or refunds will be issued for the purchase price less any cost of freight and reconditioning necessary to return the product to a sellable condition. All returns are subject to a standard 15% restocking fee applied to the original order amount. The Buyer will be responsible for covering the return shipping costs, if applicable.

Please call one of our Customer Experience Coordinators at 800-343-6948 to secure a Return Material Authorization and arrange the physical return of the product.

### **CANCELLATION POLICY**

Due to the customized nature of your order, which is designed and manufactured according to your unique project specifications, cancellations requested after the third business day following the signing of one's agreement may be subject to a retention of costs incurred by Walpole Outdoors for engineering, materials, and manufacturing. Please refer to the following stages of production for the corresponding cancellation policy:

- i. Pre-Engineering and Manufacturing: Eligible for full refund.
- ii. Post-Engineering, Pre-Manufacturing: Eligible for refund less Engineering costs.
- iii. Post-Manufacturing:
  - a. Custom/Special Order: Not eligible for a refund.
  - b. Made to Order: Eligible for a refund, minus a 25% restocking fee.
  - c. Stock Items: Eligible for a refund, minus a 15% restocking fee.

Please call one of our Customer Experience Coordinators at 800-343-6948 or your Sales Representative to coordinate the cancellation of your order.