

Return Policy

Returns will not be accepted without prior authorization. If you ordered the wrong product you may return the item within 7 days of receiving the item by contacting us by email for a Return Material Authorization (RMA) number. Please state the reason for return and we will call you with an RMA number if approved.

Returns without an RMA number will be rejected at the warehouse.

The following conditions for returns must be met:

- 1) Returns must be made within 7 days of taking delivery.
- 2) Item must be unused, undamaged, and in original packaging.
- 3) Customer is responsible for paying 1) original charges to ship, 2) freight charges to return the product, 3) a 10% - 30% restocking fee depending on the manufacturer.
- 4) RMA number must be written on the outside of the packaging or delivery may be refused.

If you were shipped the wrong product, we will pay the return shipping costs and the correct product will be shipped to you.

IF CUSTOMER REFUSES DELIVERY OF AN UNDAMAGED PRODUCT IT WILL BE TREATED AS A NORMAL RETURN AND BE SUBJECT TO ROUND TRIP ACTUAL SHIPPING CHARGES PLUS THE RESTOCKING FEE.

Shipping Policy

Large items are shipped via truck freight. Small items will be shipped via UPS.

Shipping and Unloading Information for truck freight:

Items shipped by truck freight to a Business address: The business must be zoned as business and must be open during normal business hours. If no one is present to take the delivery, the freight company may charge a re-delivery fee in which the customer agrees to be responsible for. By purchasing from this website, the customer agrees that Terrainables LLC may charge the customer's credit card to be reimbursed for any re-delivery fees charged to us on the customer's behalf.

Items shipped by truck freight to a Residential address: Customer will be contacted by the freight company to arrange the delivery. If the customer is not available to receive the shipment, the freight company may charge a re-delivery fee for which the customer agrees to be responsible for. By purchasing from this website, the customer agrees that Terrainables LLC may charge the customer's credit card to be reimbursed for any re-delivery fees charged to us on the customer's behalf.

Delivery to a Residential address is curbside only. The freight company is not responsible for unloading or moving the order after it is unloaded. Some truck drivers may help the customer unload.

Unfortunately damage during shipping happens occasionally. If it happens to your order, rest assured we will do everything possible to resolve your issue as quickly as possible.

It is the customer's responsibility to inspect the order **before** signing for the delivery for truck freight. Customer's signature on the Bill of Lading constitutes acceptance of the order "as is" and may prevent the filing of a claim with the freight company. If the damage is minor, you may keep the item if you note the damage or missing items on the Bill of Lading before the driver leaves. If you do not make any notes on the Bill of Lading, the freight company may not compensate you for the damage. If there is extensive damage to your order (very rare), then you should refuse delivery of the order by not signing for the order. In this case the order will be loaded back on the truck for return. Please contact us as soon as possible if this happens.