

RETURN POLICY

Standard size products -

Our top priority is for every customer to be satisfied with their finished product. Everything we manufacture is quality inspected and custom packaged to prevent damage during transit. However, if a product arrives damaged or with a manufacturing defect, we will repair or replace the item at our own expense, provided that the defect is reported within 7 days of delivery. Photo evidence must be sent to us via email before we can arrange for return delivery. Original box and packing materials should be kept for return delivery.

You can return unwanted items by notifying us within 7 days of delivery that they will be returned. We charge a 25% re-stocking fee, plus return shipping cost is the customer's responsibility. It is strongly advised to use the original box and packing materials for return delivery, as the customer will be responsible for any damage incurred during return transit. Upon receipt of unwanted items, we will inspect them for damage and refund the customer 75% of the order within 3 days of receipt, given that the product is in good condition.

Please note that for your convenience, we can schedule a UPS pick-up for your return shipment.

Custom products -

We take pride in building quality products entirely to customer specifications. This involves making detailed shop drawings that are approved by the customer before anything is fabricated. Our custom products come with a full one year manufacturer's warranty. We will repair or replace, at our option, any faulty product deemed to have been caused by manufacturing defects. Products must be returned to our location if they were not installed by us. Incidental work, adjacent materials, and normal wear and tear are not included in warranty coverage.