



## POLICIES & PROCEDURES

- Placing an order:**
- 1) Quotes/Estimates are valid for 30 days. If older please confirm the pricing has not changed.
  - 2) Orders require 7 -10 business days to process. Transit times may vary and are not guaranteed unless otherwise stated.
- Payments:**
- 1) We accept Visa, Master Card, and American Express
  - 2) Company Checks
  - 3) Personal Checks must clear prior to shipping.
- Shipping:**
- 1) Unless the customer makes their own arrangements Coverdeck will choose the best and most economical method of shipping.
  - 2) Guaranteed delivery is available upon request, and must be stated on the invoice.
- Return Policy:**
- 1) Defective goods will be replaced promptly:  
Upon receipt of a RETURN AUTHORIZATION number, the customer may return defective goods to our manufacturing facility and Coverdeck Systems will ship replacements; as soon as possible. Return freight charges are the responsibility of the customer. Coverdeck Systems will pay the cost freight for the replacement shipment.
  - 2) Unused, undamaged, non-defective product can be returned:  
Customer may submit a return request either in writing or via email, within 30 days of receipt of goods. Customer is responsible for the original shipping charge. In addition the Customer is responsible for the cost of shipping the product back to the Coverdeck Systems Point of Origin. A 25% Restocking fee will be assessed on all returns.
  - 3) Goods damaged in transit:  
Product damaged in transit: we will exchange products that were damaged in transit providing that we are made aware of the damage at the time of delivery. Important: Customer must note on bill of lading, in the presence of the driver that product was received in a damaged condition. If possible, please take digital photos to provide visual proof of damage. Without a notation of damage we are unable to file a claim against the shipping carrier and may be unable to provide replacement.
- Cancelation:**
- Orders canceled after shipment are subject to our Return Policy. We reserve the right to charge a 1% of invoice price or \$100.00 minimum for orders canceled before shipment.