

At BuildMyPlace.com, we make every effort to provide you with 100% satisfaction on your purchase and wish to see you shop with us again in the future. In the event that you are not fully satisfied with a purchase, we maintain an uncomplicated return policy for you. This FAQ will answer any questions you may have regarding returns.

## **1. Within how many days can I return a product?**

If you are not fully satisfied with your purchase, you must request a Return Merchandise Authorization (RMA) within 30 days of receipt of your order, by emailing [info@buildmyplace.com](mailto:info@buildmyplace.com), or calling us at 740-697-5223. This excludes defective or incomplete merchandise. For defective or incomplete merchandise, see section 5 below.

## **2. What are the return conditions?**

Products must be returned in the original packaging and in the original condition, including all parts, accessories, packaging and user guides. The actual packaging of the product must be in new condition. Please do not write anything or put any tape on the actual box of the product. Pack the product with its box inside a shipping box. Products must be free of any scratches and/or defects. No exchanges or returns accepted on installed products. If an installed product is defective, it will be covered by the warranty. See our Warranty Terms and Conditions for details.

## **3. Damaged, defective, or incomplete order?**

If the product you received is damaged, defective, or incomplete, and has not been installed yet, we will setup an exchange for you or ship you the missing items at no cost. You must notify us of damaged, defective, or incomplete orders within 3 days of receiving your shipment. Restocking fee and shipping charges will be fully waived for exchanges on defective items. If you decide to not get an exchange, but just return for a refund, you will be responsible for shipping charges (section 4) and restocking fee (section 5) just like any other return. If the product has already been installed and is defective, it will be covered by our warranty. Visit our warranty page for our warranty process

## **4. Will shipping costs be refunded as well?**

For returns or exchanges that are not a result of our error, the customer will be responsible for all shipping charges (to the customer and back). For Free Shipping orders, the actual shipping costs will be included in the deduction. For returns/exchanges of damaged, defective, or incomplete orders, see section 3 above.

## **5. Is there a restocking fee?**

There is 30% Restocking Fee. [Note: Restocking fee only applies if the return/exchange is by your choice. For damaged, defective, or incomplete orders, see section 3 above]. All Returns are subject to a 30% restocking fee. If the return/exchange is due to damaged, defective, or incomplete orders, see section 3 above.

## **6. What is the cancellation policy?**

Once you place an order, it goes into processing and cannot be canceled. If you would like to cancel an order that is processing, it will be treated as a return and standard RMA and return policy applies. The only exception is backorders. Orders that are on backorder can be canceled until they are shipped. Orders that are returned to our warehouse due to the customer not being available for delivery or due to the customer refusal to accept delivery will also be treated as a return and standard return policy and charges apply.