



Once the order is received, the customer has 48 hours to inspect their orders and promptly communicate any concerns within the period of time to ensure timely resolution. Once 48 hours have elapsed since the receipt of the order, The Door District does not provide refunds or accept returns for the purchase. It is essential to note that our refund and return policy is strictly enforced, and any requests made beyond this specified time frame will not be accommodated.

The Buyer is responsible for covering all shipping charges for returning goods, and it's important to note that shipping costs are non-refundable. Refunds will be processed exclusively upon the receipt of the return orders at our warehouse and subsequent warehouse inspection. Please be aware that we can only accept non-damaged products for return. Goods that have been installed, including doors, are considered 'received' and cannot be returned.

Restocking Fee

If the customer chooses to pick up the order personally, they are welcome to do so. The pickup location is as follows: 10471 NW 36th St, Doral, FL 33178 USA. We kindly request that all orders be picked up within 7 days after receiving notification. Failure to do so will result in a storage fee of \$80 per day.

Cancellations

Cancellation of an order is subject to the Seller's approval in writing, signed by the Seller. Changes to the order can only be made within 48 hours of document signing. If the order is canceled after 48 hours, a four percent (4%) transaction fee for Credit Card transactions will be deducted.

Shipping

Once the order is placed, the customer will receive confirmation by e-mail that the order has been received with an estimated time of arrival. Lead time for production is 10-15 business days. The customer will be receiving an e-mail when the order has been shipped. Please make sure these emails are being saved, since they will be the invoices

of the order.

Questions

Contact our Customer Care team at at 786-502-4752 or email us at support@thedoordistrict.com.

Our Customer Care team is available Monday through Friday from 8:00 am to 4:00 pm (East).