



Shipping Terms

All orders of standard railing product valued over \$1,199.00 + GST CAD will receive **FREE SHIPPING across Alberta** **(see below for exclusions).

All orders of standard Axxent privacy screen product valued over \$999.00 + GST CAD will receive **FREE SHIPPING across Canada** **(see below for exclusions).

Axxent Railing orders under \$1,199.00 + GST CAD within Alberta are subject to a \$100.00 +GST CAD shipping fee.

Axxent Privacy screen orders under \$999.00 + GST CAD within Canada are subject to a \$100.00 +GST CAD shipping fee.

**Please Note: Additional shipping charges may apply to remote access locations.

Address Changes

The shipping address can be changed at any time before the shipment is booked. Any changes after will be subject to change fees administered by the carrier. These fees are the responsibility of the customer.

Delivery Terms

It is the customer's responsibility to be available for the scheduled delivery. If the delivery is rescheduled, or delayed, the customer is responsible for all carrier penalties, including but not limited to, rescheduling fees, redelivery fees and any/all storage fees incurred until delivery is completed. Please inspect the order upon receipt for damages. Please contact us immediately if any item is damaged or defective so we can rectify the issue. Our goal is for all our products to arrive in perfect condition, but we also understand that sometimes accidents happen. In this situation, please reach out to us at support@compositedeckdirect.com with details of the deficiency. Please include the order number, description of the issue, and any pictures of the product and packaging.

Refunds/Cancellation

You may cancel any order of our standard stocked products any time prior to shipment. You may return any standard stocked product within the first 30 days after delivery, subject to the conditions described below. Refunds will be issued in the form of the original payment.

Return Procedure

Return shipping charges are the responsibility of the customer. Refunds will be issued in the form of the original payment. Please follow the instructions below to return your product. If you wish to return a product within the first 30 days after you've received the product, please e-mail support@compositedeckdirect.com to initiate any refund or return.

Return Conditions

The following conditions also apply to Product returns: Products and packaging must be in like new condition (e.g., no scratches, dings, bent corners, damaged packaging, etc.) upon receipt at the warehouse. It is the responsibility of the customer to ensure the return is not damaged during the return shipping.



Exchange

If you wish to exchange one product for another, the original product must be in like-new condition and within the 30-day timeline after delivery. If the exchanged product is a higher price, you will be responsible for payment of the difference prior to the exchange.