



Return Policy

Return Policy

Returns are accepted within 90 days of the purchase date listed on the invoice. Excess material from the end of a job can be picked up at the cost of a standard delivery charge. Trim must be grouped together and placed in one spot of the house that is easily accessible for the driver. An authorized individual is required to be present at the time of pick up to load the material onto the truck. All doors, clearance, discontinued items, special orders and other non-stock items are NOT RETURNABLE. Returns will ONLY be taken for STOCK trim and hardware. Material must be clean of any dust, dirt, stains, etc., un-cut and un-used. Large returns may incur a restocking fee of up to 20% at the sole discretion of Darpet. Credit will be given to the customer once material is received and inspected by the DARPET warehouse. Darpet reserves the right to reject any trim that does not meet the proper return conditions. The rejected material will remain in the Darpet warehouse for customer to pick up, after 30 days it will be discarded. Refund credits will be received within 4-6 business days and will remain on the account until customer calls with directions whether to leave the credit on the account for the next purchase, return to credit card or issue a check. Cash refunds will be issued in the form of a check. Sending merchandise does not constitute a commitment from Darpet, Inc. to refund any purchase amount. Returns must still comply with our standard warranty and return policy. All restocking and fees associated with the return will be deducted from any credit issued. Darpet, Inc. shall not under any circumstances be held responsible for any damages whatsoever arising from the improper use, incorrect installation and/or manufacturing defect of the merchandise sold, the cost of installation, repainting, refinishing or any labor associated or related to the replacement item. Should the factory finish be proven defective, we will at our option, repair, replace or refund the purchase price of the product or component, in exchange for the product.