

# Return Policy

## Custom Products

Includes: Custom Sloped & Flat Covers, Custom “Just Cover It” Covers, Polycarbonate Atriums, Atlas Atriums, Custom Cellar Doors, Custom Windows & Aluminum Grates.

The products listed above are custom made and therefore, returns are not accepted.

A replacement will be provided under the following circumstances:

- The product(s) arrives with significant manufacturing defects or damage that occurred during transit.
- The product(s) absolutely does not fit, provided the dimensions given by the purchaser were accurate.

## Standard Covers

Return requests must be processed no later than 30 days after delivery. Standard cover returns are subject to a \$7 restocking fee per item as well as the return shipping charge. Return shipping cost is determined when the return request is initiated. Cover(s) must be delivered back to Window Well Supply in their original packaging. The protective film on the cover must be intact in order to receive a refund. If a cover is delivered back to Window Well Supply without the protective film intact, a refund will not be issued. The purchaser is responsible for delivering the return package to the appropriate shipping company (refer to return label) within the 30 day period. Credits will be issued for any returns following a full inspection of the returned goods. Failure to return items within the 30 day period will result in the return being null and void.

**\*\*Standard covers with added accessories such as cover vents and hinges are non-returnable.\*\***

## Cover Accessories

Includes: Back Panels, Cover Vents, Cover Locks & Hardware Kits Cover accessories are **non-returnable** items with the exception of demonstrated damage that occurred during transit (photos required). The purchaser is responsible for notifying Window Well Supply of any damages within 48 hours of delivery.

### **Ladders**

Return requests must be processed no later than 30 days after delivery. Ladder returns are subject to a \$7 restocking fee per item as well as the return shipping charge. Return shipping cost is determined when the return request is initiated. Ladder(s) must be delivered back to Window Well Supply in their original packaging. The purchaser is responsible for delivering the return package to the appropriate shipping company (refer to return label) within the 30 day period. Credits will be issued for any returns following a full inspection of the returned goods. Failure to return items within the 30 day period will result in the return being null and void.

### **Windows**

Return requests must be processed no later than 30 days after delivery. The window(s) must be delivered back to Window Well Supply in its original packaging and or pallet. Windows are subject to a 25% restocking fee. Return shipping charges are the responsibility of the homeowner/purchaser. Return shipping cost is determined when the return request is initiated. Credits will be issued for any returns following a full inspection of the returned goods. Deductions may be made based on the condition of the returned goods. Failure to return items within the 30 day period will result in the return being null and void.

### **Window Wells**

Return requests must be processed no later than 30 days after initial delivery. The window well(s) must be delivered back to Window Well Supply in its original packaging and or pallet. Window Wells are subject to a 25% restocking fee. Return shipping charges are the responsibility of the homeowner/purchaser. Return shipping cost is determined when the return request is initiated. Credits will be issued for any returns following a full inspection of the returned goods. Further deductions may be made based on the condition of the returned goods. Failure to return items within the 30 day period will result in the return being null and void.

### **Egress Kits**

Return requests must be processed no later than 30 days after initial delivery. All products included in the kit must be delivered back to Window Well Supply in its original packaging and or pallet. Egress kits are subject to a 25% restocking fee. Return shipping charges are the responsibility of the homeowner/purchaser. Return shipping cost is determined when the return request is initiated. Credits will be issued for any returns following a full inspection of the returned goods. Further deductions may be made based on the condition of the returned goods. Failure to return items within the 30 day period will result in the return being null and void.

### **Basement Doors & Accessories**

Includes: Basement Doors, Basement Door Extensions, Sidewalk Doors, Foundation Plates & Stair Stringers

Return requests must be processed no later than 30 days after initial delivery. The product(s) must be delivered back to Window Well Supply in its original packaging and or pallet. All products listed above are subject to a 25% restocking fee. Return shipping charges are the responsibility of the homeowner/purchaser. Return shipping cost is determined when the return request is initiated. Credits will be issued for any returns following a full inspection of the returned goods. Further deductions may be made based on the condition of the returned goods. Failure to return items within the 30 day period will result in the return being null and void.

\*\*Powder coated basement doors & accessories are **non-returnable** items with the exception of demonstrated damage that occurred during transit (photos required). The purchaser is responsible for notifying Window Well Supply of any damages within 48 hours of delivery. \*\*

### **Weatherstrip Kits & Basement Door Lock kits**

Weather Strip and Lock Kits are **non-returnable** items with the exception of demonstrated damage that occurred during transit (photos required). The purchaser is responsible for notifying Window Well Supply of any damages within 48 hours of delivery.

### **Window Well Liners**

Window well liners are **non-returnable** items with the exception of demonstrated damage that occurred during transit (photos required). The purchaser is responsible for notifying Window Well Supply of any damages within 48 hours of delivery.