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# Return Policy

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**Effective Date: October 1, 2025**

At Window Well Supply, we want you to be fully satisfied with your purchase. We understand that sometimes returns are necessary, and we've created this return policy to make the process fair and transparent. Please review the guidelines below, which outline the return conditions for all products. These policies are designed to ensure fairness while maintaining the high quality and integrity of our products.

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## Quick-Reference Summary:

- **Custom Products:** Not returnable (with limited exceptions).
  - **Standard Products:** Eligible for return within 30 days under specific conditions.
  - **Bulk Orders:** Not returnable unless pre-approved in writing.
  - **Restocking Fees:** Apply to all standard and quick-ship items.
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## Custom Products Return Policy

Custom products are defined as any item that is made to order based on customer-provided specifications such as size, material, finish, or configuration.

**Custom orders are non-returnable.** Because these products are built specifically for your project, we cannot accept returns for any reason other than the exceptions listed below.

### Exceptions:

Eligible for *replacement only* under the following circumstances:

1. The product arrives with significant manufacturing defects or damage that occurred during transit. Damage must be reported to Window Well Supply within 48 hours of delivery.
  2. The product absolutely does not fit, provided the dimensions given by the purchaser were accurate.
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## Standard Products Return Policy

Standard products are items that:

- Do not require order confirmation
- Do not require custom dimensions
- Do not require special ordering of materials

Return requests must be submitted within **30 days** of delivery.

### Exceptions:

- Accessories of any kind are non-returnable. Accessories include but are not limited to: window well liners, back panels, lock kits, vents & weatherstrip kits.
- When an accessory is added to a standard cover, the cover becomes a custom product and is non-returnable.

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## Bulk Order Return Policy

**A bulk order is defined as any order that:**

- Includes 5 or more units
- Totals more than \$5,000
- Requires special ordering of extra materials beyond what is normally kept in stock.

Bulk orders are non-returnable unless prior written authorization has been granted by Window Well Supply. Exceptions are reviewed on a case-by-case basis and must be approved before the order is placed.

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## Restocking Fees

- **Standard covers and ladders:** \$7 restocking fee per item + return shipping costs.
- **Quick-Ship Products:** 25% restocking fee per item + return shipping.

Return shipping charges are calculated when the return request is initiated.

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## Returns Disclaimer:

Window Well Supply does not accept returns on any *non quick-ship* (non-stock) products. Bulk orders of quick-ship products are subject to the bulk-order return policy.

All products must be returned to Window Well Supply in their original packaging and condition.

For covers, the protective film must remain fully intact in order to qualify for a refund. If the protective film has been removed, altered, or tampered with, no refund will be issued.

Customers are responsible for delivering the return package to the designated shipping company (as indicated on the return label) within the 30-day return window. Refunds and credits will be issued only after a complete inspection of the returned goods. Please allow two business days for product inspection.

Items not returned within 30 days of delivery are not eligible for a refund, and the return authorization will be considered null and void.

**Thank you for choosing Window Well Supply.**

We truly appreciate your business and look forward to serving you again.