
Cancellation Policy

Effective Date: October 1, 2025

At Window Well Supply, we work hard to process orders quickly so you can receive your products without unnecessary delay. We understand that sometimes circumstances change, and you may need to cancel an order. To ensure fairness and clarity, please review our cancellation guidelines below.

Quick-Reference Summary:

- **Custom Products:** May be cancelled only before final measurements are provided and/or drawings are approved.
 - **Bulk Orders:** Must be cancelled within 48 hours of placing the order.
 - **Standard Products:** May be cancelled any time before shipment.
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Custom Products Cancellation Policy

Because each order is made specifically for the customer, cancellations are limited to the early stages of the process.

Before Final Approval

A custom order may be cancelled before final measurements are provided and/or before drawings are approved by the customer. Once final measurements are submitted or drawings are approved, the order may be moved immediately into production.

Orders of **\$5,000 or more** are subject to a **3% cancellation fee**.

After Approval / In Production

Once a custom order has moved into production, it cannot be cancelled. Production may include, but is not limited to, material procurement, cutting, fabrication, or any stage following approval of drawings and final measurements.

Due to the personalized nature of custom products, all sales are final once production has started.

Standard Products Cancellation Policy

Standard products are items that:

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

Cancellation Deadline

Standard product orders may be cancelled any time before the order ships. An order is considered shipped once tracking information has been generated and/or the package has left our warehouse.

Once an order has shipped, it is considered final and can no longer be cancelled.

For bulk orders containing standard products, the **Bulk Orders** cancellation policy applies.

Bulk Order Cancellation Policy

A bulk order is defined as any order that:

- Includes a large quantity of products, generally 10 or more units;
- Exceeds \$5,000; or
- Requires special ordering of extra materials beyond what is normally kept in stock.

If you are unsure whether your order qualifies as a bulk order, please contact us before placing your order.

Cancellation Deadline

Bulk orders must be cancelled within 48 hours of placing the order. After this 48-hour period, materials may be purchased, reserved, or allocated, and the order will be considered final.

Exceptions

Cancellation requests made outside the 48-hour window must be reviewed and approved by Window Well Supply in writing. Approval is not guaranteed.

Approved bulk order cancellations are subject to a **3% cancellation fee**.

Refunds for Approved Cancellations

All approved cancellations will be refunded within **3 to 5 business days**.

Refunds will be issued only to the original form of payment used for the transaction. Alternative refund methods, including but not limited to cash, check, store credit, or credit to a different account, will not be provided.

Please note that once a refund is issued, it may take additional time to appear in your account depending on your bank or payment provider's processing timelines. Window Well Supply is not responsible for delays caused by third-party banks, credit card companies, or payment processors.

Thank you for choosing Window Well Supply.

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