



To Our Valued Customers:

Our return policy has evolved along with the Natural Stone, Masonry, and Landscape Industries. It is common in the industry that Natural Stone is not returnable. In many cases, the nature of our products, including how they are packaged, their weight, and delivery process lead us to establish return policies that you may find less flexible than typical big box stores. While we make every effort to be fair, we do hope that you will consider the nature of our product so that you can make an informed decision of their use prior to purchase. Once Again, we greatly value our customers and your business, and want to be as helpful as possible. Thank you!

PRODUCT RETURN POLICY

1. It is necessary for the Original Invoice to be present at the time of return. Returns must be within 10 days of invoice date.
2. Returns will be approved by the store Manager, and are subject to the Manager's approval.
3. Pallets of product need to be unopened in order to be considered for return.
4. All Natural Stone, including but not limited to treads, flagstone, and veneer are subject to approval by store Manager prior to return and will incur a 15% restocking charge.
5. Mortar and Poly Sand are not returnable.
6. All jobsite pickup returns will incur a delivery fee, and are subject to driver discretion. Product must be accessible, pickup fee will be upheld if product is not accessible.
7. Items paid for on a credit card will only be credited to the same credit card. Items paid with cash or company check will be refunded via check by mail from our corporate office. Processing times may vary.
8. Special Order Items are not returnable.
9. As a temporary precaution due to the Covid-19 virus, we are not accepting returns on any ancillary and/or accessory products.