



MASONRY • HARDSCAPING • OUTDOOR LIVING

### Return Policy

Penn Stone is happy to accept returns on stock products. The following guidelines apply:

- All returns must be made within 60 days of purchase.
- All returns must be accompanied by a receipt, except in the case of materials charged to a credit account.
- Materials to be returned must be in good, salable condition.
- Products sold only in full bands or full cubes will only be accepted for return in those quantities in intact packaging.
- Natural thin veneer stone, landscape stone, flagstone, and manufactured stone are not returnable.
- Special order items are not returnable.

All returns are subject to a restocking charge. Restocking charges are as follows:

- For material that was originally picked up at Penn Stone and returned by the customer to Penn Stone, a 10% restocking charge will be assessed.
- For material that was originally delivered by Penn Stone and returned by the customer to Penn Stone, a 20% restocking charge will be assessed.
- For material that was originally delivered by Penn Stone and returned via a jobsite pickup by Penn Stone, a 30% restocking charge will be assessed.
- Penn Stone reserves the right to adjust these restocking charges according to special circumstances.

Regarding timing of refunds:

- Before any refund is issued, returned material must be inspected by a member of the Penn Stone sales team. This inspection will take place within one day of the material being returned
- When the original transaction was paid by cash:
  - Returns under \$100 will be issued in cash at the time the material is returned.
  - Refunds over \$100 will be issued by check within 3 days and will be sent by mail.
- When the original transaction was paid by check, refunds will be issued by check ten (10) days after the original transaction, and will be sent by mail.
- When the original transaction was paid by credit card:
  - For returns under \$100 and if the customer presents the original credit card slip at the time the material is returned, the refund will be issued at that time.
  - If the return exceeds \$100 or the customer is unable to present the original credit card slip, the refund will be issued within 3 days, and will be issued to the card that was used for the original purchase.
- When the original transaction was charged to an account, the refund will be issued to the original account within 3 days.