



Order Changes & Returns Policy

Order Cancellation Policy

- 1) Up to 14 days from order entry – you can cancel the order without penalty
- 2) After 14 days, a \$65.00 cancellation fee will apply (item #: ORDCAN)
- 3) Within 7 days of the ship date, the order cannot be canceled
- 4) For all Canadian Timber Collection products, Dealers will have 24 hours to cancel the order for the \$65.00 cancellation fee (item#: ORDCAN)

Order Change Policy

- 1) Up to 14 days from order entry – you can edit/change the order without penalty
- 2) After 14 days, a \$65.00 edit/change fee would apply (item#: ORDCHA)
 - a. Examples: adding removing products, adding removing options, changing the ship to address, changing the shipping method, etc.
- 3) Within 7 days of the ship date, the order cannot be edited or changed
- 4) After the product has shipped, if the Dealer/Customer wants to change the ship to address, a \$250 fee will apply (#ADDCHANGE)
- 5) For all Canadian Timber Collection products, Dealers will have 24 hours to change the order for the \$65.00 change fee (item#: ORDCHA). After 24 hours, the order can not be changed.

Return Policy

- 1) Our stated return policy is: **We do not accept returns**
 - a. It is very expensive to return products back across the border
- 2) If a product must be returned to the factory, the following will apply:
 - a. 20% Restocking fee
 - b. Dealer/customer will be responsible for any and all shipping costs to the factory
 - c. Products must be returned in their original packaging and condition
 - d. Leisurecraft will inspect the product upon return and Leisurecraft will be the sole decider of the condition of the product and the amount of the refund

Dundalk LeisureCraft Inc.

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Customer Refusal to Accept Delivery

- 1) If a customer refuses delivery and the Dealer asks Leisurecraft for assistance in selling the product to another Dealer, the following will apply:
 - a. 15% Restocking charge
 - b. Dealer will be responsible for all shipping and rerouting costs to the new delivery address

Please contact your Representative with your order# to make any changes or cancellations. We will do our best to accommodate your needs and your customers' needs at all times. Please remember to double check your order confirmation that is emailed to avoid any issues with the orders after 14 days.

We appreciate your business and accept the fact that we might also occasionally make a mistake on your order. Any order change or cancellation fees will not apply in this scenario.

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