

## PRODUCT RETURN POLICY

The following procedures will apply and must be followed on all requested returns:

### Railings

1. A 20% restocking fee will be applied to all returned material that is received in its original condition and packaging, and suitable for resale.
2. White vinyl sections with 1.5" square balusters are considered standard in Dunes and Lighthouse series, 36" high only. Stocking Tuscany C-10 aluminum railing in black fine texture is returnable. All other colors and baluster styles are considered non-standard and are not returnable. \*\*
3. All gates are not eligible for returns or credits.

### Decking

1. A 20% restocking fee will be applied to all returned material that is uncut and in its original condition and suitable for resale.
2. It is customers responsibility to return product to warehouse or incur pick up fee.\*\*

### Fencing

1. A 20% restocking fee will be applied to all returned material that is received in its original condition and packaging, and suitable for resale.
2. Only white 6'H River and **stocking** black/bronze fine textured Regis aluminum fence is returnable. All other colors and styles are considered non-standard and are not returnable.\*\*

**NOTE: Once orders are produced, but not yet shipped, the product and order cannot be changed or canceled. The order will be billed to the customer. Add-ons will be billed as separate sales order.**

\*\* All returned materials are subject to inspection and approval upon return to Lakeshore Outdoor Living. Additional fees will apply if Lakeshore needs to clean or repackage. Returns available within 60 days of original sales order date.