



## RETURN POLICY

**NON-RETURNABLE PRODUCTS** - Special order, non-stock items, palletized natural stone, bagged products (cements, mortars, polymeric sands, ice melt), gasoline power equipment, and electrical products are non-returnable and non-refundable.

**BULK PRODUCTS** - Due to the nature of bulk products, including but not limited to stone, gravel, sand, mulch, loam, and boulders, we do not allow returns or refunds in any portion for any reason of any bulk good product. All bulk goods are non-returnable and non-refundable once they have been received by the customer.

**HARDSCAPE AND STORE ITEMS** - Powell Stone and Gravel will accept returns of approved hardscape and store products up to 60 days from the date of purchase. No returns will be accepted on product beyond 60 days from the date of purchase. Product must be returned to the original store of purchase. A 25% restocking fee applies to all returned products, with all returns subject to management approval. No credit will be given on any products that are not in original, resaleable condition. Items must be free from damages due to improper use or accidents after they were received. Products will be refunded according to how they were sold, i.e., if a product is sold by the layer, then only full layers in their original configuration will be credited. *If you have received damaged product or if you suspect that you have received a product that is not in its original configuration, please take photos and call our offices immediately so that we can find a suitable solution in a timely manner.*

Restocking fees on clean, undamaged, factory-wrapped full pallets of regular Powell Stone and Gravel stock items, will likely be waived, subject to management approval.

Refundable wooden pallets with missing, broken, cut and/or damaged boards will not be credited.

Credit for approved returns will be processed within 7 days. Credit will be issued in the same form of payment as original purchase was made, to the original purchaser. Credit for accounts that are not in good standing will only be applied to the outstanding balance.

***Powell Stone and Gravel reserves the right to deny any return, at its discretion.***

**POWELL TRUCK PICKUPS** - In the event that palletized products cannot be returned to one of our locations and Powell Stone and Gravel agrees to pick up the products on site, there will be a standard pickup fee of \$125.00 per hour. Product pickups will incur a minimum billable time of 1 hour. Travel time from our location to the project site and back will be tracked through GPS and billed accordingly. Pickup times can be minimized by preparing the product to be clean and returned back into their original, factory configurations in advance of our truck's arrival. All restocking fees still apply to product picked up by our truck.

If you have any questions regarding our Return Policy, please contact our office at (978) 537-8100.