



RETURN POLICY

Effective Immediately

This document outlines the restocking fee policy for returns at Powell Stone and Gravel. Our goal is to ensure fair and transparent handling of returns while maintaining the quality and availability of our inventory.

1. A restocking fee of UP TO 25% will be applied to all returned items including refundable pallets. This fee covers the costs associated with inspecting, repackaging, and restocking the returned materials.
2. Condition for Returns
 - i. Items must be returned within 45 days of purchase. (No returns will be accepted beyond 45 days.)
 - ii. Items must be in the original condition, unused, and in the original packaging which it was received.
 - iii. Proof of Purchase (receipt or invoice) is required for all returns
 - iv. Layered items
 - The entire layer must be intact
 - Partial layers or individual items from a layer are not eligible for return
3. The Following items are not eligible for return:
 - i. Nonstock items or special-order items
 - ii. Items that have been used or installed
 - iii. Damaged items (If you believe your product is damaged or items are missing, please take pictures and contact your customer service representative within 2 Business days of delivery)
 - iv. Bagged products (Mortar, Cement, Polysand, Grass seed)
 - v. Clearance or Discounted items
 - vi. Palletized Natural stone
 - vii. Power equipment
 - viii. Electrical products
 - ix. Fuel products
 - x. All bulk items once received by the customer
4. Return process
 - i. Please see a customer service team member to initiate a return.
 - ii. Bring the items to our yard or arrange a pickup (additional fees will apply on all pick-ups Including a 25% Restock Fee and a pick-up charge)
 - iii. Once the return is processed, the restock fee and any additional fees will be deducted from the refund amount.
 - iv. Returns could take up to 7 days to process
 - v. Credit will be issued via store credit, check, or applied to your oldest outstanding invoice
5. Exceptions to this policy may be made at the discretion of management. Please contact us if you have any questions or concerns

We reserve the right to deny any return at our discretion.