

Creative Shelters Terms of Sale and Return Policy

If you do not understand any of the following terms please **STOP - DO NOT ORDER** CALL US TOLL FREE 877-435-8377 OR [EMAIL](mailto:sales@creativeshelters.com) and we will be glad to go over them with you. Otherwise we will infer that you have read, understood and agreed with all the terms of the sale.

Additions and Cancellations to order needs to be done via phone within 4 business hours in order to maintain same day shipping and avoid restocking charges. Written requests via e-mail and fax may not be received in time to make changes.

Damage, shortage, or incorrectly shipped item claims must be made within 10 days of receipt of goods.

All returns must have a Return Authorization Number (RA#). To receive a Return Authorization, please call our Customer Support personnel at 1-877-435-8377. Our Customer Support hours are 7:00 am to 5:00 pm PT. If you prefer, you can e-mail us at sales@creativeshelters.com and put "RA Request" in the subject line and your name and order number in the body of the email.

15 Day Money Back Guarantee and Return Policy

We want you to be completely happy with your purchase. If you are not, for a refund:

- RA numbers must be obtained within 15 days of receipt and items must be delivered to us within 15 days from the date that you obtain the RA number. Items not returned within 15 days of the RA number will be subject to a minimum 15% restocking fee.
- Items must be returned in their original condition (new, unused, and free from damage).
- Tarps must be unopened in their original packaging (the PLASTIC packaging cannot be opened. It is ok if the box has been opened). **Tarps packages that have been opened cannot be returned, and will not be refunded, no exceptions.**
- Return must be accompanied by this Form and Return Authorization number. RA Number must be clearly written on outside of box.
- Orders that are refused for delivery will be charged a 20% restocking fee plus the return shipping costs (usually the same as the original shipping costs.)
- No refund will be given on shipping charges. You are responsible for the return shipping charges.
- If we offer a free item with your purchased items, and you do not send back that item with your return, the regular price of it will be deducted from your refund.
- Restocking fees are cumulative. Follow all directions, and you won't incur any restocking fees!
- Return Shipping Instructions must be followed (See Below.)

Returns not meeting the above conditions will be charged a restocking fee that will vary from 15% up to the full purchase price. Clearance items are not returnable except for replacement of defective items. Credit card purchases will be refunded to the original purchaser card. PayPal purchases will be credited back to the PayPal account. Check, cash, or money order purchases will be refunded by a check. Please allow 1 - 3 weeks for processing after receipt of returned goods. If you do not receive a refund within this time period, please contact us to make sure we have received your items and check on your refund.

30 Day Defective Product Replacement (Limited Warranty)

Any flawed merchandise can be replaced within thirty (30) days of its purchase.

This is a limited warranty and does not cover damage due to neglect, hurricane, earthquake, wind, snow, rain, fire or any other act of nature. This limited warranty does not cover damage due to misuse or improper fastening, securing, or installation. Creative Shelters is not liable for indirect, incidental or consequential damages in connection with the use of the tarp, fittings or any other accessory items, including any cost or expense of providing substitute equipment or service during periods of non-use. Creative Shelters will exchange merchandise but does not grant refunds on accepted/delivered merchandise after 15 days. You may be required to submit pictures of defective or mis-shipped items in order for us to replace them quickly and correctly.

Return Shipping Instructions:

For all returns, please complete the form below for each returned item. Attach additional pages if necessary.

Please send your return to the following address:

**Attn: Returns
Creative Shelters
1792 N. 42nd Street
Springfield, OR 97477**

- This form must be filled out completely and included with returned items. You must have a Return Authorization Number (RA #) for returns.
- Include a copy of the invoice.
- Return Authorization Number must be clearly displayed on the return shipping box.
- Use sturdy shipping boxes for your return.
- We are not responsible for returns lost or damaged in shipment; we recommend that items be shipped back UPS, Fed Ex or insured parcel post.

Returns that do not meet all of the above stated conditions will be charged a restocking fee of at least 15%.

Catalog Part #	Quantity	Return Code (See Below)	Description of Defects/Other Comments	RA #:
				Order #:
				Name:
				Address:
				Phone:
				Email: