

Backyards Plus Merchandise Return Policy

Your satisfaction is our top priority. We guarantee the quality of our products and we want you to be completely satisfied with your purchases. If for any reason you are not completely satisfied with your purchase, we will be happy to exchange the item for you to better meet your needs and tastes. You can return the purchased items within 30 days of receipt for an exchange or full refund (less shipping charges) subject to **I. Return Policy Exceptions** and **II. Return Conditions**.

We are always striving to make the Return and Exchange process as easy and hassle-free for you as possible. It is simple, providing you follow our **Return and Exchange Instructions**. Please contact our staff should you have further questions.

I. Return Conditions

Items must be returned in NEW (unused, untested, and resalable) condition, in the original manufacturer packaging, with all accessories, kit components, promotional items, and instruction manuals included. For your protection, items must be returned shipping prepaid, insured for the full value and safely wrapped to prevent shipping damage.

Used or damaged items will not be accepted. Please be sure to include all applicable accessories and literature received when returning merchandise. Generally, as a "rule-of-thumb", return the items to us the same way we sent them to you - in the same condition and with all the original contents. If something is missing, its value will be added to the original price you paid for the order, thus reducing the amount of the refund, if such is issued.

We do not accept returns on customized orders. Please see **Return Policy Exceptions** for more information on non-returnable items. All charges related to the return of items to Backyards Plus, Inc. are the responsibility of the customer.

Restocking Fees

There is no restocking fee for returns of unopened, unused, and untested items returned within 30 days. Please keep in mind that restrictions apply (see **Return Policy Exceptions** for more details.) A restocking fee of 20% will be applied to returns of opened, used, or damaged products to cover our processing, packing, shipping expenses and credit card fees. Additional fees may apply if the item is not returned in its original packaging. The restocking fee will be waived in the event of a replacement order of equal or greater value being placed at our store at the time of return.

We reserve the right to charge a restocking fee of up to 20% for the return of resalable items outside of the policy stated here. High-value items of \$1,000 and up will be subject to a restocking fee.

Exchanges

If you are not fully satisfied with your purchase, we will be happy to exchange it for you. Please return the item to us within 30 days and experience no restocking fees, providing the item is in NEW (unopened, unused, untested and resalable) condition and it does not fall into our **Return Policy Exceptions** category.

Exchanges In Case Of Shipping Damage

If an item comes damaged as a result of shipping, we will be happy to exchange it for you. An insurance claim has to be filed and finalized before compensation is issued to the customer or product is replaced. Please contact

us within 3 business days of delivery to initiate a claim. A damaged item returned for a replacement may be repaired or exchanged at Backyards Plus, Inc.'s discretion. See **Shipping Damage and Lost Packages** for more information.

Product Refunds.

We will be happy to issue a refund to you providing the **Return Conditions** are met. In the event of non-compliance with these requirements, a refund will be issued in accordance with the condition of the returned merchandise and the value of missing items, if any. *No refunds will be issued before merchandise is received and evaluated.*

Shipping Refunds. Shipping charges on returns are not refundable. We do not offer refunds for shipping charges, including but not limited to domestic Ground, Express or International shipping.

Manufacturing Defects

Items with manufacturing defects must be sent directly to the specific manufacturer in accordance with the Warranty terms.

II. Policy Exceptions

We do not accept returns on:

- Synthetic Turf
- Items that have been mounted and/or assembled.
- Customized or personalized products or gift certificates.
- Special order items.

Shipping Damage and Lost Packages

Inspect merchandise immediately upon delivery before the carrier leaves.

If you detect visible physical damage or missing items, refuse the package.

Contact us immediately if damage has been detected.

If you receive damaged merchandise or do not receive it at all, the carrier will need to conduct an investigation. Please notify us immediately about the problem within 3 business days of receipt. **DO NOT** discard the shipping carton and manufacturer's packaging to facilitate the investigation process if necessary.

All claims are usually processed within 2 weeks from the time of initiation. If the carrier claims responsibility for the lost or damaged item, insurance reimbursement will be issued to Backyards Plus, Inc. In return, a replacement item will be sent to you.