

RETURN AND REFUND POLICY

Southern Ideal Door

This policy is designed to explain how returns and refunds are handled by Southern Ideal Door (SID).

If you are not completely satisfied with your purchase, please follow the guidelines detailed below and we will be happy to help you to return/exchange your purchase.

SID will only accept complete doors that are wrapped and in the condition they were originally received, incurring a 15% restocking fee. Doors requiring production will be charged 25% restocking fee. All returns must be made within 30 days of the original purchase/delivery date. Credits will be issued to customer's accounts.

IMPORTANT:

SID will not accept returns on non-stock special ordered items or any door that has been altered, drilled, or installed. If the cardboard wrapping is missing or damaged, it will not be acceptable for return.

Shipping charges are non-refundable and the customer shall pay all freight on returns unless there is a defect in the product or there is an error on the part of SID.

No returns can be accepted on the following items (unless they are covered by warranty):

- electrical components
- special order products or doors & frames with custom or special preps
- circuit boards and safety photo eyes
- any item not returned in original packaging
- items that have been installed or damaged by buyer

All returns must be accompanied by a copy of Sales Order/Invoice as a proof of purchase. No returned merchandise will be accepted without a Return Goods Form (RGF). Our team of Customer Service Representatives will help to fill out this Form for you in our office. In case of truck deliveries, our truck driver will be at your service.

You may submit your Return Request:

- on our web-site.....link address
- fax RGF with a copy of the Sales Order/Invoice to (770) 925-2795 (Atlanta) / (704) 333-3536 (Charlotte)
- email RGF with a copy of the Sales Order/Invoice to orders@southernidealdoor.com

Once we receive your item, we will inspect it and notify you that either your return is approved with the refund to follow to your account, or that your return is not approved with the result of the inspection. Customer may then pick up the returned item at their earliest convenience.

If your return is approved, we will initiate a refund to your customer account and apply credit to the related invoice or future purchases.

If you have any questions on how to return your item to us, please contact us by phone or email.

Cancellation Policy

To cancel an order, please contact our Customer Service team in Atlanta by phone at (770) 925-1005 or email at orders@southernidealdoor.com, in Charlotte by phone at (704) 925-3220 or by fax at (704) 333-3536.

No deposit refunds will be issued on cancelled orders of special order items once the product has been ordered from the manufacturer. Deposit refunds for cancelled orders of special order items will be initiated following order cancellation and department manager approval if eligible for refund.

We are sorry for any inconvenience this may cause.

Effective December 1st, 2018