



TERMS OF SALES AND SERVICE

We are committed to providing the best possible service, from product selection to delivery. Please find below our 'Sale and Service' policy to help guide your expectations.

RETURN POLICY

Ecohome Improvement offers a diverse range of ecological and healthy home products that fall into three categories. The return and refund policy is based on the type of product purchased. Not knowing the category of product that you purchased will not be accepted as a condition of exemption for our return policy. If you are unsure of your products corresponding policy, please ask an associate.

Stocked Products

'Stocked products' are those products that are available for purchase from our immediate inventory. All returns must be made within 15 days accompanied by a receipt and be unused. We give store credit only. All tinted paint sales are final.

Non-Stocked Products

'Non-stocked products' are products that are ordered for you including, but not limited to, flooring, sheet goods, and countertop materials. All returns of non-stocked products must be made within 30 days and be accompanied by a receipt. Non-stocked products are subject to a 30% restocking fee plus shipping cost to return the product to the manufacturer. Initial shipping charges are not refundable. A check will be processed and mailed to you within 7 business days.

Made-to-Order Products

'Made-to-order products' are those products that are made for you upon your purchase including, but not limited to tiles, cabinetry, cabinetry hardware and custom wood countertops. All sales of 'Made-to-order' products are final.

MEASUREMENTS

Drawings, blueprints, floor plans or the like provided by the customer may be used as a guide in estimating dimensions and materials needed. All measurements, sizes and dimensions estimated by Ecohome Improvement are approximate and we shall bear no liability or responsibility for the cost incurred for returns and/or ordering additional material due to approximations. It is the customer's responsibility to verify materials, style, dimensions, quantities and layout with customer's contractor, installer, designer or other adviser. *Our commitment is to assist you at no charge with a ballpark estimate and referrals to those professionals who can advise you with accurate material requirements.*

DELIVERY TIME

We will give you an estimate of when your product will likely arrive at Ecohome Improvement. Lead times are based on our previous experience and are subject to conditions beyond our control. Delays may include but are not limited to out-of-stock manufacturer, a delay in transit, or an order that is partially complete. We cannot be held responsible for costs incurred for not meeting construction timelines due to delays of any kind. *Our commitment is to communicate any changes to lead times as they arise and do everything we can to keep your project on track.*

DIRECT SHIPPING

Some items are available to be directly shipped to you from the manufacturer. When freight delivery to your home is available and accepted, you are responsible for making an appointment with the freight company to receive delivery, checking, and noting damages as well as for completeness of order. If any damages do occur, please notify Ecohome Improvement and we will assist with coordinating product replacement. *Our commitment is to help you easily receive your product. We offer at no additional charge to you the service of receiving, checking, notifying and storing your order for up to 48 hours.*

STORAGE FEES

Any items that remain in our showroom will-call area for more than 3 business days will be charged a storage fee of \$10 per day. We cannot be responsible for products held for over 10 business days. *Our commitment is to notify our customers of the expected delivery date and when the order has arrived.*

PICKUP

An Ecohome Improvement associate will be available to assist with loading product into your vehicle. We reserve the right to refuse loading if the situation is deemed to be unsafe. We do not provide materials for securing loads and will not assist in securing loads. We are not responsible for damages due to loading material. *Our commitment is to be helpful and provide you assistance within our ability.*

WARRANTY

All products are limited to manufacturer warranties and do not carry any additional guarantees or warranties implied or inferred by Ecohome Improvement. All product warranty claims are handled between the customer and the manufacturer or warrantor of the product. If you believe that you have a warranty claim, please contact Ecohome Improvement and we will provide you with the contact information to initiate your claim. *Our commitment is to select the highest quality products from the most reputable and responsive companies.*