
SCOTTIES CANVAS RETURN POLICY

We understand there will be times that you may need to return a product. Below is an outline of our return policy. If you have any questions, please call us at 1-800-780-8677.

You must contact Scotties Canvas within 10 days of receipt of your package to return or receive credit for any merchandise. Scotties will respond to your request within 2 business days. We will provide you with a return authorization number, and your credit amount via email. Once you receive the return authorization email, affix the return address to the package with clear packaging tape, insulate the merchandise from damage, insure your package, and ship via a traceable method (USPS is not traceable). We do not accept C.O.D. or freight collect deliveries. Refunds (less shipping costs and a 25% restocking charge) will be given when the return meets all criteria stated in this return policy.

Once your return is received and inspected, your refund will be processed and a credit will be applied to the original credit card or PayPal payment. Under no circumstances will credit be given where merchandise is not returned. If the original card is not available, the refund will be given as a store credit. Please note that depending on your credit card company, it will take an additional 2-10 business days after your credit is applied for it to post to your account. If upon inspection, merchandise cannot be returned to stock, it will be returned to the original purchaser and the original credit card will be charged for the return shipping.

Damaged Package-

If the packaging appears damaged on the outside, make sure when signing the shipper's proof-of-delivery slip, you should include a notation stating the package is or appears to be damaged. Ask the delivery driver if you may inspect the contents for damage before signing the release. If the merchandise is damaged, please file a claim with the carrier according to their practices and procedures. Note that all damage, including hidden damage (not apparent from the package) must normally be reported the carrier within 48 hours of receipt to be considered a valid claim.

The carrier is responsible for damages incurred in shipment. Scotties is not responsible for carrier damage, but can assist you with your claim and reorder of merchandise.

Warranty-

Some products we sell are covered by a manufacturer's warranty that requires items to be sent directly to the manufacturer for replacement or repair. Contact Scotties Canvas for instructions on obtaining warranty service. Manufacturer warranties typically do not cover normal wear and tear, impact damage, or negligent use. If we made a mistake on your order, your return surface shipping will be reimbursed.

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Refused Shipments –

Refused shipments will be charged a 25% restocking fee and the original shipping cost will be deducted from the return.

Returns with "Free Shipping" –

Any returned products will have actual shipping cost deducted from the refund, including those sold with "Free Shipping". All shipping charges will be refunded for product shipped in error or damaged. Again, please note that the carrier is responsible for any in-transit damage.

Scotties Canvas reserves the right to inspect all returned product and may reduce or deny the credit if products returned for reasons other than damage prior to shipping are returned damaged, or if the package is missing any of its original contents.

Non-Returnable Items - Items that may not be returned include:

- Products that have been used
- Items not in new condition
- Items not returned in original packaging
- Packages missing original parts
- Items post-marked after 10 days of the delivery date
- Custom, semi-custom, and special order items
- Closeout or discontinued items

Credit Card Charge Dispute Policy -

Prior to disputing a credit card charge with their bank or credit card company, the user agrees to notify Scotties Canvas and allow them to make a good faith effort to remedy the dispute. Failure to notice constitutes waiver of user's right to cancel or dispute a charge, whether by electronic transfer, debit, credit, or PayPal. The user further agrees that no dispute will be initiated based on claims of fact that cannot be substantiated. The user further agrees that Scotties Canvas will have the right to recover all costs incurred that are associated with resolving claims were the user did not give Scotties Canvas the opportunity to resolve the claim or the claim is rejected by the payment processor (\$25 minimum)