

RETURN POLICY ONLINE

Thank you for your purchase through Wood and Stone, your product can be returned within 45 days with a 25% restocking fee. Only full box quantities may be returned, no loose or single tiles will be accepted. Custom/special order materials require a 50% deposit upon order and are non-refundable.

Requirements for a Valid Return

For a return to be validated and processed, the following requirements must be met:

- Merchandise must be undamaged, in its original and unopened packaging, in full carton(s), unexpired, in resalable condition, and be deemed a returnable item. See list below for non-returnable merchandise.
- A **Return Merchandise Authorization (RMA)** number must be obtained from Customer Service. See **RMA Process below.**
- Merchandise must be shipped to and received at Wood and Stone facility within 45 days' issuance of customer's Return Merchandise Authorization (RMA) number.
- If the return is invalid, the customer will not be refunded and will have 45 days to pick-up their merchandise or arrange return shipping at their sole expense, from the Wood and Stone facility before it is deemed abandoned.

Non-Returnable Merchandise

The following merchandise cannot be returned:

- Natural stone products
- Trim pieces
- Custom products
- Special order products
- Loose samples and/or sample cards
- Discontinued, Limited Stock, and Clearance products
- Products marked "Final Sale"
- Product that has been altered, cut, fabricated and/or installed

Return Merchandise Authorization (RMA) Process

All merchandise returns for purchases made online at www.woodandstoneaz.com require a Return Merchandise Authorization (RMA) number. We will not accept any returns and refunds will not be issued for merchandise shipped without a valid RMA number. To obtain an RMA, contact Customer Service within 45 days of purchase date with the following information:

- Order number
- Your name and billing address
- Items you would like to return
- Quantity being returned
- Reason for return

If the above information is not emailed to Customer Service within 45 days of purchase date, the return will not be accepted.

RETURN POLICY ONLINE

Refunds

A 25% restocking fee will be applied to all returned orders and deducted from the customer's total refund. All valid merchandise returns will be processed upon receipt. For transactions originally paid for by credit or debit card, refunds will be issued to the original form of payment within 2-3 business days once your return has been processed. For transactions originally paid for by an e-check, a mail refund check will be issued within 14 days once your return has been processed. The refund check will be mailed to the shipping address on file for the original order, unless otherwise requested.

Upon issuance of any refund, you will receive a Refund Issued confirmation email.

Damaged/Defective/Short/Incorrect Product

If any merchandise is received damaged, defective, short, or if the wrong product(s) is received, please contact Customer Service immediately, but no later than 15 days after receipt of order and before merchandise is installed or altered in any way.

If you receive merchandise with any of the above issues, please contact Customer Service immediately, and no later than 15 days, with the following information:

- Order Number
- Type of Issue (e.g. breakage, defect, short, wrong product)
- Item with the issue
- Quantity at issue
- Pictures clearly showing the issue
- Confirmation that the product has not been cut or installed

Wood and Stone is not responsible for product defect or damage, property damage, lost labor costs, repair costs, or loss of use due to faulty fabrication, cutting and/or installation, including improper handling and care of product. Once installed, merchandise cannot be returned for any reason.