

QUIET FENCE LLC Return Policy

Terms of Return or Refund:

We want you to be fully satisfied with every item that you purchase from QUIETFENCE.COM. If you are not satisfied with an item that you have purchased, you may return the item within 30 days of delivery for a refund of the purchase price. A 20% restocking fee will apply. To ensure a full credit for the product (s) the item (s) must be returned in good condition, in the original box(s), and include all paperwork along with **wooden shipping blocks** that were attached to the inside of your noise screen. They protect the hinges from damage.

- 1.) Please call or email to receive a Credit Return Authorization Number (CRA)
- 2.) Failure to receive a CRA may result in the delay of your refund.
- 3.) Return the products in the original packaging, in as-new condition (no holes drilled into the panels, no marks, cuts or defacing of panel product) along with any media, documentation, and all other items that were included (**wooden shipping blocks for hinge protection**) in the original shipment to you. Failure to do so or incomplete returns may result in a partial/delayed refund.
- 4.) Customer Care will email a prepaid FedEx shipping label to you for return shipping.
- 5.) Mark the outside of your return-shipping box with your Credit Return Authorization (CRA) Number along with your first and last name. Upon receipt of return we will process your refund. Please allow 4 weeks for processing of refund to your credit card.
- 6.) Damaged or Defective Item
If you receive a damaged or defective item, please contact a Customer Care Representative immediately at 888-393-1098