



REFUNDS

EVERSAFE stands behind the quality of all the products we sell. If for any reason you are unsatisfied, we will accept returns provided the following terms and conditions are met:

- All returns must be negotiated and approved by EVERSAFE.
- The returned product must be sent within three (3) calendar days of the confirmed delivery date.
- You must notify us in advance of any intended returns. Returned products sent without our prior knowledge will be refused and no refund given.
- The returned product must be received in the same condition in which it was initially shipped.
- All returned products must be insured through your shipping carrier. No refunds will be issued for products damaged during shipping. Any claims for damages incurred during shipping must be made with the carrier. You can learn more about our shipping policy on this page under "Shipping Policy and Deliveries."
- Shipping and delivery fees are not refundable, including the cost of return shipping. Products purchased with a credit card are assessed a three percent (3%) processing fee, which is also not refundable. These fees will be deducted from any refund.
- Returns are subject to a twenty percent (20%) re-stocking fee, which will be deducted from any refund.
- There are no returns of any custom-made products, including doors custom-made at the customer's request.