

Return Policy

TheCornerGuardStore takes great pride in the quality of our products. We will gladly accept returns, issue credit or process exchanges for any products that show manufacturing defects.

Damaged Shipments: *Every now and then we have a report of an order damaged during shipping. While it is a very small percentage of our orders, stuff happens.*

- When you receive your shipment, please inspect the box carefully.
 - If it looks like there is exterior damage to the packaging, please ask the driver to wait while you inspect the actual product.
- **If there is damage to the product, please refuse the shipment and call us right away at 800-516-4036, so we can get replacements to you as soon as possible.**

All returns are subject to the following restrictions.

- Returns must be made within 30 days of delivery.
- Any returned product must be in “like-new” condition.
- All accepted returns must be shipped back to us. We do not issue shipping labels for returns. Please use the courier of choice to return accepted product.

Metal Products

- Stainless Steel and Aluminum Corner Guards are accepted only on standard heights (48”, 94” and 96”), widths, angles and add on options.
 - May be subject to a 25% restocking fee
- All Ships-Today orders can be returned without a restocking fee.
- All Brass products are considered custom and are non-returnable.
- Custom products (non-standard finishes, non-standard attachment options, non-standard angles) are non-returnable.
- Orders of 100 or more, once in production cannot be cancelled.

Vinyl and Lexan (Polycarbonate) Products

- Vinyl and Lexan Corner Guard Returns are accepted only on products of standard color (White, Linen White, Ivory, Beige, Black, Brown, Taupe, Sand, Sawdust, Grey) and standard lengths and widths. Returns on Specialty Angles will only be accepted for clear parts.
- May be subject to a 25% re-stocking fee.

Pawling Products

- Any order less than \$400.00 dollars cannot be returned.
- Any order above this price range may be subject to a 30% re-stocking fee.

InPro Products

- May be subject to a 30% re-stocking fee.

Foam Rubber and Rubber Products

- May be subject to a 30% re-stocking fee.

To make a return please fill out our **RMA Request Form** page or give us a call at **800-516-4036** for an RMA (Return Merchandise Authorization).

- Returns must be clearly marked with the RMA or the package may be refused.

We certainly understand that mistakes happen, orders are duplicated, etc. Bottom line, we want to help to correct those mistakes and we absolutely want you as a long term customer. We are here to make it right for all parties involved.

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