



American Tin Ceilings - Cancellation Policy

American Tin Ceilings allows cancellation of all unfinished product orders up to the point of shipment. Once the unfinished product is shipped, our Return Policy would apply. All standard color product orders are cancellable up to the point of production (powder coating). Once the standard color product is in production, the order can still be cancelled however a 25% restocking fee would apply. Once the standard color product order has shipped, our Return Policy would apply. We **do not** allow custom color product orders to be cancelled once the custom color product is in production (powder coating). Custom color product is also a non-returnable product. To insure you will be happy with the custom color, we recommend you order a sample of the color before placing your product order. Custom Colors are marked as such on our website.

If you need to make a cancellation request, please contact us immediately at 888-231-7500 Monday through Friday between 8am-5pm EST. Please understand due to the high volume of emails received, requests sent via email may not be handled in time for your order to be cancelled. We strongly suggest that you call and speak to one of our representatives.

Orders over \$2,000 require a confirmation signature. An invoice containing the terms, conditions and cancellation policy will be emailed. Before these orders can be placed into production, we must receive the confirmation signature.

Return Policy-

American Tin Ceilings allows returns on certain products up to seven days after delivery. Note if the product has not shipped, the cancellation policy would apply. Unfinished and standard color product is returnable however a 25% restocking fee applies as well as the customer is responsible for return shipping costs. The product must return in new sellable condition and the customer must receive authorization within seven days of delivery. Custom color product is **not** returnable due to the nature of color variance found in each production run of custom colors.