



True to your project. True to the environment.

## RETURNS & REPLACEMENTS

For a refund to be given on product that you believe to be defective or does not meet the specifications on the website, please contact our Customer Service department at [office@truegridpaver.com](mailto:office@truegridpaver.com). The product must be returned unused for a refund, or replaced at the discretion of the company. The cost of shipping will not be returned if TRUEGRID deems the product as within specifications and without defect.

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

If our Customer Service agent deems the product appropriate for return, your product must be unused and in the same condition that you received it.

### Refunds (if applicable):

Once your return claim is reviewed and if necessary is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

### Late or missing refunds (if applicable):

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [kmeinhardt@truegridpaver.com](mailto:kmeinhardt@truegridpaver.com).

### Sale items (if applicable):

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

### Exchanges (if applicable):

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [office@truegridpaver.com](mailto:office@truegridpaver.com) and send your item to: 2500 Summer Street, Houston, TX, 77008, United States.

### Shipping:

To return your product, you should mail your product to: 2500 Summer Street, Houston, TX, 77008, United States.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.



If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.