



Tru-Scapes® offers a 30-day return policy on all products.

**Return and Refund Policy (new items only)**

**(New products: If you are unhappy with any product for any reason email us for a refund and return instructions. There will be a 15% restocking fee for any returns other than warranty items.)**

The item must be new and unused. Return the item in its original packaging with all contents within 30 days of receipt. The product and packaging must be completely new and unused so that the product is able to be sold to another customer. The product cannot have been previously installed. No original receipt necessary. Once the returned item is received, we will issue a refund for the cost of the item(s). Return shipping will be at the customer's expense.

**Warranty Policy (defective items only)**

Used products: Once a product has been used, it can only be returned if it is defective and falls under our 5-year warranty. Once the defective item is received, we will test it and verify that it is defective. If it is determined the product is defective, we will send out a replacement within 48 hours of receiving the defective product back.

**(For Tru-Scapes® warranty details, please visit our warranty page).**

**For further information, please email: [contacts@tru-scapes.com](mailto:contacts@tru-scapes.com) |**

**Address to send returns: Tru-Scapes® | 121 Independence Lane, Chalfont, PA 18914**

**\*\*IMPORTANT\*\* Items returned out of their original packing, or without an item # will be refused.**

**Refunds and Warranty Exchanges are generally processed within (5-7) business days of receiving any returned or defective items.**