



Order Changes & Returns Policy

Order Cancellation Policy

- 1) Up to 14 days from order entry – you can cancel the order without penalty
- 2) After 14 days, a \$350.00 cancellation fee will apply (item #: ORDCAN)
- 3) Within 7 days of the ship date, the order cannot be canceled

Order Change Policy

- 1) Up to 14 days from order entry – you can edit/change the order without penalty
- 2) After 14 days, a \$350.00 edit/change fee would apply (item#: ORDCHA)
 - a. Examples: adding removing products, adding removing options, changing the ship to address or date, changing the shipping method, etc.
- 3) Within 7 days of the ship date, the order cannot be edited or changed
- 4) After the product has shipped, if the Dealer/Customer wants to change the ship to address, a \$350 fee will apply (#ADDCHANGE)

Return Policy

- 1) Our stated return policy is: **We do not accept returns**
 - a. It is very expensive to return products back across the border
- 2) If a product must be returned to the factory, the following will apply:
 - a. 20% Restocking fee
 - b. Dealer/customer will be responsible for any and all shipping costs to the factory
 - c. Products must be returned in their original packaging and condition
 - d. Leisurecraft will inspect the product upon return and Leisurecraft will be the sole decider of the condition of the product and the amount of the refund

Storage Charges:

- 1) If Leisurecraft is required to put a sauna in storage we will charge \$35.00/Day for Storage Charges. (STORAGE)
- 2) After a sauna has shipped and arrived at the local delivery terminal, if the customer does not respond quickly to calls to arrange a delivery appointment, needs to determine how to unload the crate, needs to provide an alternate phone number or any other reason which creates a delay to the delivery of the sauna and the trucking company starts to charge storage fees, these storage fees will be added to the dealer account for a minimum of \$35.00/Day (Item# STORAGE)

Customer Refusal to Accept Delivery

- 3) If a customer refuses delivery and the Dealer asks Leisurecraft for assistance in selling the product to another Dealer, the following will apply:
 - a. 15% Restocking charge
 - b. Dealer will be responsible for all shipping and rerouting costs to the new delivery address

Please contact your Representative with your order# to make any changes or cancellations. We will do our best to accommodate your needs and your customers' needs at all times. Please remember to double check your order confirmation that is emailed to avoid any issues with the orders after 14 days.

We appreciate your business and accept the fact that we might also occasionally make a mistake on your order. Any order change or cancelation fees will not apply in this scenario.