

RETURN POLICY :

AS OF 1/1/2013 THE FOLLOWING RETURN POLICY HAS BEEN IN PLACE AT ROBERT SCHWAKE STONE CO.

ALL RETURNS ARE SUBJECT TO A 20% HANDLING CHARGE (50% FOR ALL THIN STONE PRODUCTS), THIS IS FOR THE TIME AND LABOR COSTS NEEDED TO GO THROUGH THE RETURNED MATERIAL, TO SEE IF IT IS SALEABLE TO RE-PALLETIZE AND RESTOCK THE MATERIAL

ALL RETURNS WILL BE GIVEN A HOUSE CREDIT TOWARDS FUTURE PURCHASES, THE ONLY EXCEPTION TO THIS IS IF AN ORDER IS CANCELLED IN THE SAME BUSINESS DAY THAT THE ORDER WAS PLACED. IN THAT CASE THE CREDIT CARD TRANSACTION WILL BE VOIDED, OR THE CHECK VOIDED AND RETURNED TO THE CUSTOMER. IF CASH WAS GIVEN WE WILL ISSUE A CHECK OR GIVE THE CASH BACK.

DEPOSITS FOR SPECIAL ORDERS ARE NOT RETURNABLE. ONCE WE PLACE THE ORDER WITH THE COMPANY WE ARE OBLIGATED TO TAKE IT, THEREFORE THESE ARE NOT A REFUNDABLE OR HOUSE CREDIT APPLICABLE. WE WILL MAKE AN ATTEMPT TO CANCEL THE ORDER AND IF THE VENDOR IS AMIABLE A HOUSE CREDIT MAY BE ISSUED.

THERE ARE NO RETURNS ON ANY OF THE FOLLOWING PRODUCTS:

- CULTURED STONE PRODUCTS
- CUT STONE PRODUCTS (LIMESTONE, GRANITE, MARBLE, SLATE, BLUESTONE, SANDSTONE)
- BOXES OF LEDGESTONE PRODUCTS
- WEATHEREDGE/SEAMFACE PRODUCTS
- SPECIAL ORDERED HOUSE/COMMERCIAL BRICKS AND PAVING BRICK PRODUCTS (PAVELOC,BELGARD)

* HOUSE CREDITS WILL BE GOOD FOR A PERIOD OF 18 MONTHS FROM DATE OF CREDIT.