



819 Naff Road  
Boones Mill, VA 24065  
Ph: 540-334-4294  
[www.metwood.com](http://www.metwood.com)  
[sales@metwood.com](mailto:sales@metwood.com)

## RETURN AND REFUND POLICY

**Returns** - Thank you for shopping on Metwood.com. If you are not completely satisfied with your purchase, you have 30 days from the date of purchasing your order to initiate a return. To be eligible for a return, an item must be unused and in the same condition that you received it. All returns must be accompanied by a Return Authorization (RA) number. Please contact our office at 540-334-4294 to receive a Return Authorization (RA) number.

**Refunds** - We will always do our best to provide all information and details we can to help customers determine if we have a product that is a suitable match for their application. Our product certification and licensing require the inspection and repackaging of all returned items, therefore, **there is a 25% restocking fee for all returned items**. Any defective product will be replaced immediately upon receipt. If we determine there is an issue that is our fault, we will also refund the shipping cost for regular shipping. Please call before you purchase if you have questions so that we may help you determine the correct product for your application. Call (540) 334-4294 or email photos to [sales@metwood.com](mailto:sales@metwood.com).

***There is a 25% inspection and repackaging fee for any returned item. Shipping is non-refundable. You are responsible for the cost of return shipping.***

### Steps to initiate a return and refund:

1. Call our office at (540) 334-4294 and obtain a Return Authorization number. Please have your order number available to expedite this step.

2. Package and return the item(s) to:

Metwood Building Solutions  
819 Naff Road  
Boones Mill, VA 24065

**Note:** If it is determined that the reason for the return is our fault, we will send you a prepaid shipping label to return your package.

3. Once the item(s) have been received, a refund will be credited to the credit card used during the initial purchase.

**Shipping** - We ship our products Monday through Friday each week using 3rd party shippers, providing tracking numbers and details to ensure that products arrive on time and as expected. Every product is carefully packaged to ensure that it will arrive in good condition and is able to be used for its designed purpose. Every order is insured by the 3rd party shipping company for the value of the order. If your order arrives damaged, the first thing to do is call us so we can determine the best course of action to meet your needs. Call (540) 334-4294.

With the exception of weekends, we make every attempt to ship orders within 24 hours of when they are received. Some orders that are placed early in the day may ship that day, while others may not. If your project requires faster service, please call us and we will do our best to accommodate your needs. Call (540) 334-4294