



## REDBIRD ENGINEERING SALES, INC.

METAL DECKING, BAR JOIST, STEEL STAIRS & RAILS

12015 MANCHESTER ROAD  
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### **Redbird Engineering Sales - No Refund, No Return Policy**

*Effective Date: [1/1/2020]*

Thank you for choosing Redbird Engineering Sales. We take pride in providing high-quality products and services. Please carefully read and understand our No Refund, No Return Policy before making a purchase.

- 1. No Refunds:** All sales made by Redbird Engineering Sales are final. We do not offer refunds on any products or services purchased.
- 2. No Returns:** We do not accept returns of any products unless the product is damaged or defective upon receipt. If you receive a damaged or defective item, it must be noted on the Bill of Lading and delivery refused.
- 3. Damaged or Defective Products:** In the event that you receive a damaged or defective product, please contact our customer service team at 314-965-3136 at time of delivery and we will work with you to provide a replacement or refund for the damaged or defective item. **DO NOT UNLOAD DAMAGED ITEMS FROM TRUCK UNLESS DIRECTED TO DO SO BY CUSTOMER SERVICE.** Once item has been taken delivery of, if no damage has been reported on the Bill of Lading it will be assumed damage occurred during unloading or after delivery has been accepted.
- 4. Exchanges (if applicable):** We only replace items if they are defective or damaged. If you need to exchange a defective or damaged item for the same item, contact our customer service team at 314-965-3136
- 5. Exceptions:** Certain circumstances may require exceptions to this policy at the sole discretion of Redbird Engineering Sales. Any exceptions made do not create a precedent and do not waive our right to enforce this policy strictly.
- 6. Contact Us:** If you have any questions about our No Refund, No Return Policy, please contact us at 314-965-3136

By making a purchase with Redbird Engineering Sales, you acknowledge and agree to abide by our No Refund, No Return Policy. Thank you for your understanding and cooperation.