

Carefree Return, Refund, Credit, Cancellation and Change Policies

Carefree of Colorado
2145 WEST 6TH AVENUE BROOMFIELD, CO 80020



WWW.CAREFREEOFCOLORADO.COM



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GENERAL RETURN POLICIES

This policy applies to specific products that are purchased and shipped directly from Carefree.

Eligible products may be returned within 30-Days of delivery receipt.

For all other issues, contact the Dealer or Retailer of record.

“Dealer” is used as a generic reference for the authorized seller of Carefree Products

“On-line Retailer” is used as a generic reference to Online Marketplace sellers such as Amazon, Walmart, eBay etc.

“Return” refers to the act of sending back a purchased product to Carefree for the purpose of receiving a refund, credit, or exchange in accordance with the terms set forth in the Approval.

“Return Fee” refers to a post-return charge that will be deducted to offset the costs of processing, inspection, repacking and transacting the return.

“Refund” is the process of giving money back to the Bill to Customer on the Carefree Invoice of record, after they have returned an approved product(s) they purchased from Carefree. It is financial reimbursement that follows a successful return and issued once the Carefree has received and approved the returned item.

“Order Change” refers to an order change for a Carefree product once the order has been submitted and accepted by Carefree. Due to the custom nature of our products, changes are required in writing to avoid mistakes or miscommunication resulting in incorrect product and unnecessary delay and expense.

“Cancellation” refers to the process of canceling a purchase order or order for a Carefree product that is not in stock and must be manufactured, custom-made, or components sourced specifically to meet the order requirements.

RETURN POLICY

Carefree strives to diligently ship product orders as quickly and accurately as possible. If a shipment is received and contains product that is no longer needed, the customer of record may return the product at their expense for credit consideration.

Please Note: Returns **WILL NOT** be considered for the following:

- Product that has been Installed
- Electronic Components
- Replacement Fabrics
- Custom Products

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For all other issues, contact the Dealer or Retailer of record.

RETURN PROCEDURE

For product that was purchased and shipped direct from Carefree please complete the Returns Form and include it with your Return

(located on our website at www.carefreeofcolorado.com/RETURNS/RETURN FORM)

Package the item securely with proper protection and packing. Whenever possible please include copy of the original Sales Order Packing slip or Order Confirmation along with the completed Return Form.

Address your package for return to the following address:

Carefree of Colorado

Attn: CD Returns Department

2145 W 6th Ave

Broomfield, CO 80020

Outgoing shipping charges are not refundable.

Verification and Inspection: Upon Receipt Carefree will verify the return, inspect the product for damage, installation, and misuse to ensure it is received as First-Quality/Resaleable condition.

Review and Approval/Denial: Once inspected, and credit eligibility is confirmed, we will proceed with and issue credit. Credit will be issued to the original credit card used at the time of purchase for the cost of the item and the sales tax, if applicable.

Please allow 10 to 15 business days for credit to appear on your credit card statement, from the date the return is delivered to Carefree via your carrier of choice.

If for any reason we Your return credit is denied, we will notify you via email within 5-Business Days from the date the return is delivered to Carefree. We will advise the reason for the denial and request disposition instructions. If no response is received within 30 days, the product will be scrapped and no credit issued.

ORDER CHANGES & CANCELLATIONS

Due to the custom-made nature and Quick Turnaround of Carefree products, changes and cancellations can only be accepted the same day the order is placed with Carefree. Once an Order is released, we begin cutting components such as roll-bar, extrusions, lead rail and fabrics, and place orders for necessary build components from our suppliers within hours of the release of the order.

All communication, requests and authorizations are provided via email.

No verbal authorization will be provided, accepted, or honored.