

A.H.S. Shipping / Return Policy

Our primary goal at AHS is to have your purchase arrive as quickly as possible and in excellent condition.

- All orders placed will be checked immediately for inventory. If an item is not in stock, we will contact you promptly with lead times and the opportunity to change or cancel the order.
- Special orders once placed and started in production cannot be cancelled or refunded for any reason.
- In stock items are usually boxed and shipped within 48 hours. Shipping is via ground transportation and may vary depending on size and weight of the order.

RETURN OF DAMAGED PRODUCTS

- Before your order is shipped, it is carefully inspected. When your order arrives, it is your responsibility to open all packages to count and inspect each part. If there is a discrepancy, or in the rare event you should see damage, no matter how slight it may seem, you must note it on the Lading Bill and it is your responsibility to file the damaged material claim with the shipping company. If the damage is discovered later, you have 48 hours after you receive your shipment to call the shipping company and inform them of the concealed damage. Again, damaged material claims must be made with the shipping company, by you. You will have to re-order any replacement material that may have been damaged during shipment. We cannot reship material that was damaged in shipping.
- Upon delivery of your shipment, you must; fully inspect the shipment for missing and damaged items before signing for the delivery. Note any missing or damaged boxes on all copies of the freight bill, keeping the customers copy for your records.
- Do not sign the freight bill until a thorough count and inspection has been completed. Once you sign for the delivery, you have acknowledged the order has arrived complete, intact, with no obvious signs of damage.
- If you change your mind about the material that you have received, you are responsible for shipping the material back to us after receiving an authorization number from AHS. There will be a 30% restocking fee. Products must be in original condition when returned. This might require extra packaging to ensure that it is not damaged in transit back to us. Returns will not be accepted after 30 days (NO exceptions)

- Within 48 hours of receipt, open and inspect all boxes for any damaged or missing items not obvious upon delivery. If any discrepancy or damage is found, please take digital pictures and contact us immediately. All claims MUST be made within 48 hours of receipt, no exceptions.
- No items may be returned without prior authorization from AHS.
- Any missing or damaged items not claimed within the 48 hours after delivery will be the responsibility of the customer.
- Do not schedule installation until your order has been delivered and fully inspected. AHS is not responsible for construction delays due to damaged, missing or back ordered items.

RETURN OF PRODUCTS

- Return of stocked items must be made within 30 days of delivery and will be assessed a 30 % restocking fee. Prior authorization must be obtained from AHS before returning any items. Customer is responsible for any and all freight charges on returned items. . Products must be returned in the original box and packing materials and must be received in re-saleable condition.
- Customer is responsible for reviewing their order for accuracy. Custom and special order items cannot be returned. Half newels are not returnable.
- All wood products are custom made items and cannot be returned for refunds.

CANADIAN & INTERNATIONAL ORDERS

AHS offers shipping to Canada and other countries outside the U.S. *EXTRA SHIPPING CHARGE WILL BE Applied at time of shipping. However, you may be subject to import duties and taxes, which are levied once the package reaches your country. Additional charges for customs clearance are the responsibility of the recipient. Customs policies vary widely from country to country; please contact your local customs office for further information.

- Additionally, when ordering from AHS, you are considered the importer of record and must comply with all laws and regulations of the country in which you are receiving the goods.

PAYMENT TERMS

- Payment is due in full at time of ordering
- Company or Personal Check
- Credit Card: Visa or MasterCard

TERMS AND CONDITIONS

- AHS reserves the right to update or modify these terms and conditions at any time without prior notification. Your use of the iron-balusters.com Web site following any such change constitutes your agreement to follow and be bound by the terms and conditions as changed. For this reason, we encourage you to review these terms and conditions whenever you use this Web site

WARRANTY

- AHS parts are warranted to be free from defects in material and workmanship for a period limited to one year from date of purchase. Any product found to be defective by AHS will be exchanged or credited at customer's option. No other warranties or responsibilities are either expressed or implied. All stair parts are for interior use only.