

# Return Policy Terms of Service

## RETURN POLICY TERMS OF SERVICE

### Online Purchase Terms and Conditions

Cerakote USA & Powder Coating and the website CerakoteUSA.net and Metal Art store on the website CerakoteUSA.net will be known as and referred to as Cerakote USA. Return Policy Terms and Conditions of sale are listed within this document. Please read them carefully before purchasing. By completing a purchase with us you agree to follow these Terms and Conditions. These are subject to change at any time and should be reviewed before each purchase.

### General Terms

Cerakote USA offers a full array of products on our online catalogue, however in some cases those products may become out of stock or can be discontinued at any time for any reason without warning to the customer. Cerakote USA has the right to refuse service to any customer for any reason at any time. We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time. We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

Our current manufacturing lead-times vary and we aim to keep the shipping on any product of the website to 12 days, however a lead time may exceed 20 days from the customer's order date. With orders such as custom orders or orders on catalogue products with customization requests.

All prices and services featured on our website are quoted in U.S. dollars, are valid and effective only in the continental U.S. and we currently only offer domestic shipping and no international shipping at

this time. That may be subject to change in the future. The total order amount, including sales tax if applicable and all shipping and delivery charges, will be charged to your credit card account in full at the time the order is placed.

Every effort has been made to ensure the accuracy of prices, item numbers, availability, and dimensions, etc. Cerakote USA reserves the right to withdraw or revoke any offer and to correct any errors, inaccuracies, or omissions even after an order has been submitted regardless of whether or not the order has been confirmed and your credit card charged.

#### Promotional and Sales Items

Sales and promotional offerings on orders cannot be cancelled. Sales items are final sale and may not be returned. No price adjustments or promotions are given on prior sales, they are only valid at the time of purchase. Promotional free items are as is and cannot be exchanged or returned. On occasion promotional free items may also run out of stock or back ordered and may delay the lead time of your order.

#### Order Cancellations

Cerakote USA offers a 24 hour cancellation policy from the time of order. We cannot accept order cancellations on any custom-made or personalized items past 24 hours after order placement on items which include but are not limited to personalized monogram art, custom orders or artwork, personalized coat-hooks, and address signs, etc.

All purchases are made to order, and cannot be refunded or cancelled after the 24 hour cancellation policy due to time and resources required to the fulfillment of that item.

## Return Process

With the purchase of your metal art, Cerakote USA offers a limited warranty with that purchase that begins in effect on the date of order and covers a limited amount such as damages and certain defects that might come from the manufacturing process. If your items are received damaged or develops a manufacturing defect that is covered by a limited warranty from the company, contact us at [cerakoteusa@outlook.com](mailto:cerakoteusa@outlook.com) or call us directly at 724-987-7707 and one of our customer service representatives will be happy to assist you and ensure that your concerns are addressed. For non-warranty issues Cerakote USA does not accept returns on custom-made, personalized items, or custom artwork design. The customer will be responsible for the cost of shipping on any order that is returned to Cerakote USA due to a user error (i.e. customer listed the incorrect or invalid address). The item will not be resent until payment has been made.

## Legal

We may update or modify these Terms and Conditions at any time and without prior notice. For this reason, you should review our Terms and Conditions each time you purchase products from us.