

## **Return Policy**

If you are not completely satisfied with a product, Viking Manufacturing Inc will gladly exchange or refund/credit the purchase within 20 days of the delivery date, with the following terms in place:

Materials that cannot be returned are: used solar lights, arbors, pergolas, aluminum railing & fencing, all garden items, custom made items, & cellular PVC items. These products do have full factory warranties against workmanship.

A 30% restocking fee may be placed and all items must be returned within 10 business days of receiving. If you are returning fence sections, the entire section must be sent back, we do not take back pieces and parts from fence sections or gates.

Products found to be defective by manufacturing standards can be exchanged for the same exact product. No restocking or shipping fees will be applied.

Viking Manufacturing Inc recommends the customer insure any returned packages, as we will not be held responsible for items damaged during shipment. A "Signature required" needs to be put on any package you send to us. We are not responsible for shipping fees.

Upon our acceptance of the merchandise in LIKE NEW condition in conformity with this policy, the purchase price will be credited as follows:

- a) If the product is postmarked by within 15 calendar days of the delivery date, a full refund will be available contingent upon the condition of the return.

- b) If the product is postmarked between 16 and 30 calendar days after the delivery date, a 10% restocking fee may be applied to the amount of your credit.
- c) After 30 calendar days has passed after the delivery date, no refund/return will be accepted. There are NO exceptions.
- d) The customer is responsible for shipping charges to and from Viking Manufacturing Inc for all exchanges/returns unless otherwise indicated.
- e) Viking Manufacturing Inc retains the right to reject returns that are received in less than LIKE NEW condition.
- f) Viking Manufacturing Inc retains the right to alter and change this document at any time as it sees fit.

Refused deliveries may incur a 35% re-stocking fee plus any applicable cancellation fees, in-bound freight charges, and shipping and handling back to the manufacturer at the customer's rate. Please do not refuse a delivery, contact Viking Manufacturing Inc first. You can cancel your order within 48 hours of placing your order. If you cancel after 48 hours and your job is in production, you will have a 10% restocking fee added to your refund. For all items in stock, a 30% restocking fee may be added to your order.

By purchasing products from Viking Manufacturing Inc. - The customer agrees to the following terms: Building code compliance, permits, set back requirements, and property line issues are property owner's responsibility to handle with county, city, state, and contractor as necessary. Viking Manufacturing Inc. is held harmless from any disputes, litigation, disagreements, payments, or any problems that may arise, regarding faulty installation by the customer, property line disagreements, permits, set back requirements, swimming pool accidents or injuries, railing accidents or injuries, or any other problems

regarding fence, deck or railing installation (when done by the customer). This transaction shall be governed by and construed under the laws of the State of NJ. The parties to this transaction hereby designate the state or federal courts of Cumberland County, NJ as the courts of proper jurisdiction and exclusive venue for any actions or proceedings relating to this transaction or any dispute in connection herewith; hereby irrevocably consent to such designation, jurisdiction, and venue; and hereby waive any objections or defenses relating to jurisdiction or venue with respect to any action or proceeding initiated in such courts. After delivery, you are allowed 48 hours to inspect your materials in their completion for concealed damage or missing items. Customer will pay or reimburse Viking Manufacturing Inc. for all costs and attorney's fees paid or for which Viking Manufacturing Inc. is responsible to the extent required to enforce this agreement or any provision hereof.

Purchaser has the sole responsibility to determine whether Viking Manufacturing Inc. product comply with applicable codes and is appropriate for the intended use - codes vary from city to city and state to state - The purchaser and installer should review the intended use of the products with a licensed professional engineer to determine code compliance and the intended use.

All policies stated above are handled on a case to case basis. If you are a supplier or vendor, call 1800-981-RAIL before submitting a RTV and return.

\*\*\*Customer may be responsible for unloading materials from truck\*\*\*

**By Signing this Document You Agree to Our Return Policy Stated Above**