



USA Exterior Return Policy

Our goal is to make sure that our customers are completely satisfied with their purchase, and have a good experience with USA Exterior. We take pride in the quality of our products and service. If you are unhappy with your purchase, you will be able to return the item(s). If you are not completely satisfied with your purchase, please follow the guidelines detailed below and we will be happy to help you process your return.

What you need to know:

- Customer will be responsible for return shipping costs
- There is a 25% restocking fee
- Credit will be processed immediately upon return and may take 5 – 7 business days to complete or show up in your financial accounts
- Any damage sustained by the customer will not constitute a permissible return
- If USA Exterior is responsible for any error in shipping the wrong item, the customer will be able to exchange the item and will not be responsible for any shipping charges.
- We will only accept returns that are requested within the first 30 days of placing your order.

Instructions:

- Contact us at info@usaexterior.com to receive your “Return Authorization Number” to place on your return packaging. (You will need this number on the package in order to process your return)
- Place your desired return item(s) back into the original package (You may use your own packaging if you choose to).
- Seal package and send to the address outlined in the email that we send you with your Return Authorization Number.
- Write the “RGA” number that we send to you on the packing slip and on the box that you send your desired items in to be returned and credited back.