

## **30 Day Returns**

We offer returns within 30 days.

[Learn More](#)

## **Return Policy**

Items returned must be accompanied by the original packaging and the RMA (Return Merchandise Authorization), MUST be originally sold by the Sliding Door Company. Upon receiving the item and preferring a return, conditions will apply: All returns must be shipped back in the original condition. Returns institute a 35% restocking fee. Any alterations to the original item will automatically negate the warranty. The original packaging is designed to keep the product safe during shipping and alterations to this or changes to it can result in damage. The Buyer is responsible for all costs associated with the return which will be deducted from the Buyer's final return refund. This includes orders from a free shipping listing. Returned item(s) are subject to inspection upon arrival. in the original boxes. Any missing or damaged components will result in an assessment and reduction to the final refund amount. We do not accept returns after 30 days of the purchase date under any circumstances.

## **RMA**

Email or Call The Sliding Door Company's customer service department at 818-534-2344, [ecomsupport@slidingdoorco.com](mailto:ecomsupport@slidingdoorco.com). Be prepared to advise our agent about the Reason for your request and to provide a photo confirmation that the items are well packaged and not damaged. Be prepared to mark a "RETURN MERCHANDISE AUTHORIZATION #" on each box being returned along with your "ORIGINAL ORDER #". The Sliding Door Company will schedule a pick-up. The Return will be picked up with the Return Merchandise Authorization number on the box (boxes). The materials will be reviewed within two business days upon receiving them in our California warehouse to ensure there is no damage and confirm the client-provided photos match.

## **Return Shipment Window**

You must request a return within 30 calendar days of product shipment from the address on your order. We do not accept returns after the 30-day period under any circumstances. Once you request a return, Once the RMA is **emailed** to you TSDC will arrange for pick up.

## **Exchange**

You may apply the balance of the return toward a custom product rather than a Refund. Details to be discussed when you call for an RMA number. Please see our Return Policy above.

## **Address Correction**

After order fulfillment to the address provided on the Buyer's order invoice, we are not responsible for rerouting, re-shipping or picking up the item(s) to a different address under any circumstances. Please note that this includes but is not limited to the event of a buyer changing residence and not changing the address on our records.

## **Order Arrives Damaged**

We understand your time is valuable. In the unfortunate event of your order arriving to you damaged, take photos and Email or Call The Sliding Door Company's customer service department WITHIN 48 HOURS OF RECEIPT at 818-534-2344 [ecomsupport@slidingdoorco.com](mailto:ecomsupport@slidingdoorco.com) to request your return. The Sliding Door Company will schedule a pick-up.