



Return & Delivery Policy

Highline Supplies Return & Delivery Policy

Thank you for choosing Highline Supplies (highlinesupplies.com). We pride ourselves on providing high-quality materials and exceptional service. To ensure a smooth experience and to keep our pricing highly competitive, we have established the following Return and Delivery Policy. By completing a purchase with us, you agree to the terms outlined below.

1. Return Policy by Product Category

Our return policies vary depending on the type of material purchased. Please review the specific guidelines for your items below.

Trim

- **No Returns:** We do not accept returns on trim. Due to individual stock counts, batching, and handling requirements, all trim sales are final. We maintain an extensive stock to ensure material is readily available, so we advise you to carefully calculate your measurements and purchase only what is needed for your project.

Flooring

- **Stock Flooring:** We do not accept returns on in-stock flooring. Flooring materials require specific climate control and batch-matching to guarantee quality. Accepting returns on stock flooring compromises the consistency, warranty, and condition guarantees we make to all our customers.
- **Custom Flooring:** Custom flooring orders picked up at distribution sites may be eligible for return; however, they are subject to strict manufacturer policies. If accepted, these returns will incur varying restocking fees depending on the specific manufacturer. Please be advised that certain custom flooring orders may be completely denied a return by the manufacturer.

Windows, Doors, and All Other Items

- **7-Business Day Window:** Windows, doors, and any other standard stock merchandise may be returned within seven (7) business days from the date of pickup or delivery.
- **Condition Requirements:** Items must be returned in **original, brand-new, uninstalled, and unmodified condition**, complete with all original packaging and accessories.
- **Return Inspection:** All returns are subject to a thorough physical inspection by our staff upon receipt. Highline Supplies reserves the right to deny any return or exchange if the item shows signs of handling damage, installation attempts, weathering, or missing components.

2. Stock Items vs. Custom Orders

Stock Items

The return policies listed above (e.g., the 7-business day window) apply strictly to only.

Custom Orders

- **Non-Refundable:** Any and all custom orders are strictly **NON-REFUNDABLE**, as these items are manufactured specifically to your unique specifications.
- **Client Approval & Measurement Liability:** All custom orders are subject to a final review and approval by the client prior to placement. Any measurement errors, sizing issues, or specification changes must be sorted out and communicated *before* the order is officially placed. Highline Supplies assumes no liability for incorrect dimensions provided or approved by the customer.
- **Cancellations:** Custom orders can potentially be canceled up to 24 hours after placing the order. However, this is strictly dependent on the manufacturer's production schedule. Once production has begun, the order cannot be canceled or modified. Please contact us immediately for support if you need to attempt a cancellation.
- **Damaged Custom Units:** If a custom unit arrives damaged, it may be refused at the time of delivery or pickup so that a manufacturer remake can be processed. If damage is discovered *after* the fulfillment period, the item is not eligible for a remake or exchange through Highline Supplies; any issues must instead be filed directly through the manufacturer's warranty claims process, if applicable.

3. Delivery Policy & Liability Disclaimer

We utilize reliable third-party delivery services to transport your materials safely. The delivery rate charged at checkout covers the vehicle load weight, travel distance, fuel, and base transit/drop-off labor.

Delivery Inspection & Damage Claims

- **Inspect on Arrival:** All delivery orders **must** be inspected on-site at the exact time of delivery.
- **Waiver of Claims:** You must inspect all materials *before* the delivery driver departs. Any damages, defects, or inventory shortages not explicitly noted on the delivery receipt or reported to the driver at the time of drop-off are considered **waived** by the customer.
- **Post-Delivery Claims:** Any damage claims made after the delivery period concludes will not be eligible for return or exchange through Highline Supplies. Such claims may only be filed for a manufacturer warranty claim, provided the issue falls under the manufacturer's warranty coverage.

Site Access & Property Liability Waiver

- **Safe Access:** The customer is solely responsible for ensuring safe, clear, and legal access for the delivery vehicle. You must ensure there is a clear and open space, free of hazards, debris, or obstructions, to drop off the materials.
 - **WARNING – Property Damage:** Heavy building materials and delivery vehicles can exert significant force. **Highline Supplies and our third-party delivery partners are not liable for any property damage** (including, but not limited to, cracked driveways, damaged sidewalks, crushed landscaping, lawn damage, or broken sprinkler systems) caused by the vehicle's weight, operation, or the physical moving and staging of items on your property. By requesting delivery to your property, you assume all risks associated with heavy vehicle access.
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Need Assistance?

We are here to help make your project a success. If you have any questions, concerns, or find yourself dealing with specific or unusual circumstances, please feel free to reach out to our support team!

Contact Us:

- **Website:** highlinesupplies.com
- **Email:** highlinesupplies@hotmail.com
- **Phone:** 214-718-0488