

Returns

TheGarageShop.com DOES NOT OFFER REFUNDS ON PURCHASES OF GARAGE STORAGE CABINETS.

Please understand your cabinets are custom made after you place your order. We DO NOT inventory cabinets parts and CANNOT accept returns nor offer refunds on cabinets after manufacturing has begun.

We do, however, offer an industry leading Lifetime Manufacturer's Warranty that ensures the quality of your cabinets against any manufacturing related defect. And we warranty your hardware from such defects for a lifetime.

Slatwall panels and slatwall accessories, as well as overhead storage racks can be returned subject to a 10% restocking fee, plus shipping costs. You have 30 days from the date of purchase to return unwanted inventory items that fall within those categories.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return please contact customersupport@thegarageshop.com

You will be responsible for paying for your own shipping costs for returning your item.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Cancellation

A cabinet can be cancelled if it has not hit the production line yet. Once it hits production, there is no way for us to stop the order. All of our cabinet orders are made to order so we cannot restock these parts after they have been machined therefore we do not accept any cancellations beyond this point.

If you wish to cancel your cabinet order and it has not started production, we can cancel your order but transactions will be subject to a 6% credit card fee.

If you wish to cancel a slatwall/slatwall accessory order and it has not shipped, we can cancel your order but transactions will be subject to a 6% credit card fee.

Refunds (if applicable)

Once your return of an inventory item has been received and inspected, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5-10 business days.

*Please keep in mind that all shipping costs are non-refundable and that all transactions will be subject to a 10% credit card fee.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next, contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at **customersupport@thegarageshop.com**.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at **customersupport@thegarageshop.com** to assist you further