

Shedtime Return Policy

Returning Your Order

Shedtime products are built with the highest possible quality standards to insure customer satisfaction. Shedtime stands behind every product with a quality satisfaction guarantee, so in the unlikely event that it may be necessary to return a product, please contact us immediately. Shedtime will not accept unauthorized returns or exchanges. All returns require email or written authorization from Shedtime in advance and must be made within 30 days of delivery based on the conditions detailed below.

Returns must be 100% complete, in original and resalable condition, with all original boxes and packing materials, contain all manuals, and accessories as applicable. All returns are subject to a 20% restocking cost plus outbound shipping, handling and processing fees. We reserve the right to refuse a return on any product that does not meet these requirements. Shedtime is not responsible for return shipping costs and is not responsible for any shipping damage. Returns must be made within 30 days of delivery in order to receive any refund. Shedtime will pay the return shipping costs if the return is a result of our error, such as incorrect item received. A store credit may be given at the management's discretion if it is beyond 30 days of delivery.

Credits will be issued after our warehouse receives, inspects, and processes your return; however, your credit card company determines when the issued credit will be reflected in your statement. Please allow one to two billing cycles. Please keep in mind that Shipping and Handling fees are non-refundable.

On all shipments to customers, we incur shipping and handling costs. If through no fault of Shedtime the shipment is refused, we will charge your account these outbound shipping, handling and processing fees to recover the expenses we incurred. In addition, we also reserve the right to impose a 15% restocking fee.

Damage caused by shippers must be reported and resolved with the delivering carrier or shipping company directly. All claims for discrepant material must be made within 5 days after receipt of goods, and must be exchanged or repaired. A product must be diagnosed "defective" by a member of the Shedtime Customer Service Staff. Photos may be requested at our discretion. Any return found to be non-defective, once our warehouse has inspected it, is subject to a maximum restocking fee of 20% plus shipping, handling and processing fees.

Products which are built to order, including but not limited to sheds, playhouses, gazebos, cabins, pavilions, and furniture may not be returned nor will a customer be allowed to cancel an order once they have received a confirmation email or notification as no refund will be given. The aforementioned items are made to custom specifications. Please take extra-special care when ordering any built-to-order product. The Shedtime Customer Service department can be reached at 336-853-7575 to answer any of your questions.

Please note: All Cancelled or Returned orders paid by credit card will be subject to an additional processing charge of 3%. Please see our [Cancellation Policy](#) for complete details on product cancellations.