



RETURN POLICY

Shipping & Delivery. Product is packaged/palletized in a warehouse and is intended to be offloaded by hand by the installer(s). The certified installation crew will offload the pallets from the truck.

(i) Damage to Product during shipping or receiving may occur. If Client notices damage upon delivery notify Gorilla Shed immediately.

(ii) Delivery of Product shall occur to a PUBLIC street or other public right of way nearest to the Premises, as identified by the delivery company. Gorilla Shed cannot guarantee, and is not responsible for, movement of the Product through the Client's private property between the delivery location and the building pad, except as specifically identified in these Terms and Conditions. Certified Installation does include movement of Product within 100 feet from delivery location, assuming there are no obstructions, steps, or significant grade changes along the travel path.

Returns. Product is not delivered prior to the scheduled installation date. Product will be brought with the installer on day of installation. After shipment or installation of an installed product, product may not be returned. If there is any failure in product after installation, Gorilla Shed will request images of failed product and/or a site visit. If deemed by Gorilla Shed that there is failure and/or product is under warranty, Gorilla Shed will make the appropriate repairs in a timely manner at no cost to the Member/Consumer.

Fees. The \$299 Permit Service fee will be refunded if purchased and if a permit is NOT determined to be needed. Any/all engineered drawing fees will NOT be refunded if required for permitting requests and already drawn up by Gorilla Shed. The actual permit cost is the responsibility of the Member's and will have no bearing for a refund of any kind with Gorilla Shed.

Cancellations. Cancellations may be made in writing to Email: customerservice@gorillashed.com. If Cancellation occurs after any permits or engineered drawing costs have been incurred by Gorilla Shed, those costs will be deducted from refund.