

## All Backyard Fun Shipping and Return Policy

### Processing & Shipping Times

All Backyard Fun orders are processed the same business day. Orders after 6:00 pm EST will be processed the next business day.

Payment is due in full at time of purchase and amount is captured automatically for all online orders. Orders will not be shipped until payment has been cleared. Please contact All Backyard Fun at 1-800-451-2550 with further questions regarding payment.

Each order is submitted to the manufacturer and is subject to their current production time frame and availability. For the most current availability time table for a specific product, please contact All Backyard Fun at 1-800-451-2550.

Once a product is shipped, the general ship time is approximately 1-5 days depending on what warehouse the item is shipping from.

? **Fire glass** - Processing time: 24 to 72 hours. Shipping time: 1-5 business days depending on location

? **Fire pit and fireplace burners** ? Processing Time: 24 to 72 hours. Shipping Time: 1-5 business days depending on location

? **Outdoor Rugs** ? Processing time: Ships same day. Shipping time: 1-5 days

? **Oriflamme Fire Tables** ? Production time 1 to 6 weeks ? We will also list this information on the confirmation sales order. Feel free to call us at 1-800-451-2550 for more specific lead times on the fire tables.

? **Wood burning fire pits**: Processing 24-72 hours. Shipping time 1-5 days

? **Patio Furniture** ? Production time is approximately 1-6 weeks. This will also depend on manufacturer lead times and many of the change depending on the season and the fabric chosen. Please call us at 1-800-451-2550 for more specific lead times.

If you are in the Denver or Boulder, CO area, feel free to visit our showroom at 2450 Central Ave Suite D1 Boulder, CO 80301.

### Product Warranty:

Any and all products are covered under their respective manufacturer's warranty unless otherwise noted. Any manufacturer warranty begins when the order is processed. Manufacturer warranties do not apply to damaged shipments. For specific warranty details, please visit the manufacturer's website or contact All Backyard Fun.

## **Shipping Policy: (Continental United States Only)**

All orders are shipped at standard rate unless otherwise noted. Standard shipping methods typically take 3-5 business days, but will vary based on shipping and delivery location, weather, package size, and holidays. Orders over \$99.99 include free standard delivery (including freight deliveries).

All UPS shipments do not require signature unless requested by customer at time of order. Deliveries without a signature will be left at the door, porch or garage (at the discretion of deliverer's judgment, per UPS policy).

### **Freight Shipments:**

Larger items such as patio furniture, fire pits, and fire tables will be shipped standard rate LTL freight. LTL Freight deliveries require the following:

Valid Street Address (no PO boxes)

Access for delivery standard size delivery trucks

Valid phone number for contact in delivery

Availability for delivery appointment scheduled with carrier (Daytime hours, Weekdays only)

Adult signature accepting responsibility for freight condition.

Standard LTL Freight Shipments are curbside delivery, which includes free lift gate service. Placement of the package under the first threshold of the home (such as in a garage) is at the delivery company's discretion. Deliveries to condo complexes or high-rise apartments will be delivered to the street entrance. Unpacking, placement of package in backyard, assembly, or packing material removal is not included. These and any other actions beyond standard delivery service are considered "white glove" delivery and are available for an additional cost.

### **Additional Freight Delivery Services:**

We are happy to offer additional delivery services to our customers for our larger items. For "white glove" delivery services not included in standard delivery, please contact All Backyard Fun at 1-800-451-2550 within 24 hours of ordering for a specific quote.

### **Expedited Shipping Options:**

Expedited shipping options, if available, can be chosen at checkout or added over the phone after the order has been placed. Larger items shipped LTL Freight cannot be guaranteed delivery date or expedited options as such options are limited. Please contact All Backyard Fun for other questions regarding expedited delivery.

## **Hawaii, Alaska, Puerto Rico and International Shipments:**

We are happy to offer all of our products to those in Hawaii, Alaska, and Puerto Rico as well as around internationally. Before ordering, please contact All Backyard Fun at 1-800-451-2550 for shipping details.

## **Inspecting Freight Shipments:**

All shipments requiring an adult signature (LTL Freight or high value shipments) MUST be inspected *before* signing the Bill of Lading. By signing the Bill of Lading (BOL), the customer assumes all responsibility for the shipment and is acknowledging the shipment is in good condition and meets their expectations. Any cost associated with replacing the product damaged in shipping and signed for in good condition will be the customer's responsibility.

If damage to the product is discovered during inspection, please REFUSE the shipment and contact All Backyard Fun at 1-800-451-2550 as soon as possible to notify us. Notifying us of a damaged shipment allows us to contact the manufacturer and begin the damage shipping claim much quicker.

If customer is unable to inspect the shipment before signing for it for any reason, the customer is to note on the BOL with their signature the following:

*?UNABLE TO INSPECT BEFORE SIGNING, SHIPMENT MAY BE DAMAGED?*

Any questions regarding inspecting instructions or damaged shipment can be directed to [admin@allbackyardfun.com](mailto:admin@allbackyardfun.com) or please contact us at 1-800-451-2550.

## **Cancellation Policy:**

Customers who wish to cancel an order must do so within 24 hours of time of placing their order. Any cancellations requested after 24 hours of time of order must be approved by All Backyard Fun and the respective manufacturer and are subject to a 10% processing fee.

## **Modifying an Order:**

If a customer wishes to modify an order, please contact us at 1-800-451-2550. We will make every effort to change order details before the order is shipped, but any additional cost (such as adding accessories or upgrading size) will be the responsibility of the customer.

## **Return Policy:**

Customers who wish to return a product must contact All Backyard Fun within 15 business days of delivery. Returns outside of this timeframe are accepted on a case-by-case basis and are subject to management approval. We do not charge any restocking fees. Custom orders may not be returned, but would like to work with you to ensure that you are happy.

Any returns of larger items such as fire tables, patio furniture and hot tub spas are subject to approval of All Backyard Fun and the respective manufacturer and are only accepted under special circumstances. Larger items can be returned, under All Backyard Fun approval, with the customer accepting responsibility for the cost of shipping in returning the product as well as assuming the original cost of shipping to the customer. Our goal is to for you to love your product, so we will make every effort to make smaller changes (such as changing fire glass colors, adding throw pillows) before a return will be considered.

All returns will be credited to the customer via the same payment method of purchase. The refunded amount is less the amount of shipping both to and from the customer in addition to any restocking or processing fees charged by All Backyard Fun or the respective manufacturer.

Orders returned to the manufacturer due to reasons other than damage or accepted returns (such as an undeliverable address, customer refusal, missed delivery appointment, etc.) will be subject to the cost of shipping the item back to the manufacturer as well as a 50% restocking fee.

Any questions regarding any of the above information can be directed to [support@allbackyardfun.com](mailto:support@allbackyardfun.com) or 1-800-451-2550.

Thank you for your business! We are grateful.