



REFUND & RETURN POLICY

RETURNS

How do I return an item with Indiana Metal Inc?

Please bring your product to our facility to facilitate your return.

When will I receive credit for the return of my order?

After you return your order and it has been received and processed by our team, you should expect a credit within 1-7 business days.

Can I return an item I purchased with a pole barn pack?

You can return an item you purchased. However, it is at the salesman's discretion whether or not to accept the return.

What do I do if I receive a damaged item?

If your item arrives damaged, please contact our office or Customer Service Representatives within 7 days of receiving the item. We will assist you in returning the damaged item and providing a replacement.

CANCELATIONS

How can I cancel my order?

Please contact your customer sales representative or contact the office. Due to our expedited processing once the order is moved to production it cannot be cancelled.

RETURN POLICY

Returns with proof of purchase within 45 Days of invoice.

- Purchases made with cash will be issued a cash refund.
- Purchases made with a credit or debit card will be issued a refund to the account. If a refund cannot be processed back to the original form of payment you will receive a Merchandise Credit Check.
- Purchases made with a check will be issued a refund in the form of an in-store credit if the receipt is less than 10 days old. If past that time you will receive a check.
- Purchases made with in-store credit, coupon, or a gift card will receive in-store credit.

Handling and Packaging

Handling and packaging charges are non-refundable.

Non-Returnable Items

- Trims over 10'3"-profiles may vary.
- Any accessories sold in packaging that are opened.
- Marked down merchandise is non-refundable. This includes one of a kind, overflow, scratch & dent. All sales are final sold as is.
- Foam closures; inside or outside are non-returnable.
- Custom-made products are custom made to your specifications: therefore, we cannot cancel these orders once they are in production. Nor can we accept returns for them.

Additional Terms Regarding Returns

Please note, all returns are subject to up to a 25% restocking fee. Returned products must be in unused condition, in the original packaging, and contain all accessories. Unless the return is due to defective merchandise. Please note the original shipping costs and applicable processing fees will not be refunded from the order.

