

## The D.S. Brown Online Store **Return & Refund Policy**

The D.S. Brown Company (hereafter referred to DSB) must authorize the return of all products prior to the customer shipping the material back.

Returns will be accepted for the following reasons:

- Incorrect item ordered
- Incorrect item shipped
- Incorrect quantity (overage) shipped

All returned shipments are considered conditional and will be subject to inspection. Once your return is received and inspected, we will immediately notify you of the status on your refund. If your return is approved, we will initiate a refund to your credit card. How soon you receive your credit depends on your card issuer's policies.

All seal/pails must be banded and wrapped securely to the skid or secured in a box. If items are damaged during the return shipment due to insufficient packaging, it will be at DSB's discretion to determine if the shipment will be accepted.

Returns will only be accepted on products purchased from the Online Store **thirty (30) calendar days from the date of the order.**

All material returned is subject to a **35% restocking fee.** **Refunds are limited to the actual purchase price as paid by the customer.**

### Compression Bridge Seal Returns

All bridge seals must be returned new, unused and in saleable condition. Any seal that is damaged, dirty or weathered, or in pieces less than 100 LF will not be accepted for credit.

The original packaging should be used, if available, to minimize the potential for damage during the return shipment.

### Delcrete® MD Returns

All Delcrete® MD orders must be returned new, unopened/undamaged and in saleable condition. Products supplied in matched units (i.e. two parts A and one part B) are to be returned as matching units as well as twelve bags of aggregate and one can of primer, which completes one unit. Any mismatched materials or damaged containers will not be accepted (this may include but not limited to dents, leaks, rust, etc.)

Failure to return items in matching units could void any expressed or implied warranties, as this could be an indication that the product was misused, improperly installed or neglected.

The original packaging should be used, if available, to minimize the potential for damage during shipment.

### Pavement Seal Returns

All pavement seal must be returned new, unused and in saleable condition. Any seal that is damaged, dirty or weathered, or in pieces less than 100 LF will not be accepted for credit.

Pavement seal cannot be returned in pieces. A full reel is required in order to obtain credit. The original packaging should be used, if available, to minimize the potential for damage during the return shipment.

### Neoprene Pads Returns

All sales of Neoprene Pads are final; no returns are accepted.

### PaveSaver™ Returns

All PaveSaver™ orders must be returned new, unopened/undamaged and in saleable condition. Products supplied in matched units (i.e. one part A and one part B) are to be returned as matching units as well as one bag of aggregate, which completes one kit. Any mismatched materials or damaged containers will not be accepted (this may include but not limited to dents, leaks, rust, etc.)

Failure to return items in matching units could void any expressed or implied warranties, as this could be an indication that the product was misused, improperly installed or neglected.

The original packaging should be used, if available, to minimize the potential for damage during shipment.

### Silicone Returns

Only full cases of silicone will be accepted for return/refund; no exceptions.

### Lubricant Adhesive and Strip Seal Repair Kit Returns

All lubricant adhesive (DSB 1516/1520) and Strip Seal Repair Kits must be returned new, unopened/undamaged and in saleable condition.

All lubricant adhesive must be returned before the expiration date. Any products beyond their expiration date will not be accepted. Damaged containers will not be accepted (this may include but not limited to dents, leaks, rust, etc.) A credit will not be issued for items that are determined unusable.

### 1521 Adhesive (Aron Alpha 202F) Returns

1521 adhesive units must be returned new, unopened/undamaged and in saleable condition.

### Strip Sealer and Trough and Tapper Tool Returns

All sales of the Strip Sealer and/or Trough and Tapper tools are final; no returns are accepted.

### Return Freight Charges

Customer must make arrangements for any returns. All returned material, when shipped by common carrier, must be shipped prepaid by customer. Freight collect shipments will be refused.

DSB will arrange and pay the return freight charges only on orders where the incorrect material was sent to the customer by DSB and needs to be returned. DSB is not responsible for returns that were ordered incorrectly by the customer.

### Contact Us

If you have any questions about a return or refund, please contact:

Leslie Seele  
419.257.3561 Ext 5436  
lseele@dsbrown.com