

NBH Return Policy

Effective August 16, 2007

Your credit card will be charged as soon as your order is placed. In the unlikely event that you're not completely satisfied with your purchase, most goods can be refunded your purchase price within 30 days of your purchase less shipping and handling charges incurred. Together with the reason for the request, the product returned to us must be in substantially the same condition as when purchased. Returned items must be in resalable condition, and must be returned with the original carton, packaging and receipt. Contact Natural Built Home immediately to obtain a Return Authorization Number. RAN numbers must appear on the outside shipping carton on all returns.

Stocked Items – Such as clay, stains, sealers and cleaners.

- Items may be returned within 30 days of receipt provided the items are in new, resalable condition.

Non Stock Items – Such as click floating floor, bamboo floors and paper counter tops.

- Items may be returned within 30 days of receipt provided the items are in new, resalable condition. There will be a 20% restocking fee associated with these items. We are unable to refund any original shipping charges.
- FLOR carpet tiles are returnable within 30 days provided they are in new condition. Customer is responsible for shipping charges back to FLOR. We are unable to refund original shipping charges. No restocking fee will be charged.

Custom Items – Such as tinted paint, sheet linoleum, wool carpet and glass counter tops

- These items are not returnable.

Defective Product

- If an item arrives defective from its original manufacturer, notify Natural Built Home immediately. We will make every attempt to replace the item quickly.

Refunds do not include any freight charges; we will not accept freight collect or COD shipments on returned materials. Materials that have been cut, modified, installed or applied by you and your contractor are not returnable under any circumstance. In the case of paint, if there is a question on color it must be resolved before the paint is applied. There are no refunds on coatings that have been applied.

Sincerely,

The Natural Built Home Staff



Safe for you. Sustainable for your planet.