

Return Policy – Metal Plus Roofing Brackets ONLY

This portion of the return policy is strictly for Metal Plus LLC Standing Seam Metal Roofing Brackets. Return complete, undamaged brackets within 10 days of purchase with receipt or confirmation, if you are not satisfied with the product. We offer a full money back guarantee if you are not completely satisfied with your purchase from Metal Plus, LLC. There are no restocking fees - just pay shipping and we will gladly credit you in full. After 10 days and up to 30 days, there is a 20% restocking fee.

This return policy does not apply to distributor returns. Please see below for distributor information.

You may purchase merchandise from us by using any one of the following payment options credit card, c.o.d., electronic fund transfer or advance payment.

Metal Plus LLC reserves the right to change its payment procedures at any time without prior notice to you. Metal plus LLC reserves the right to change pricing on any or all products without prior notice.

Return Policy – Other Products

Custom fabricated, custom cut products or special orders are non-refundable or returnable.

All other standard products may be returned within 30 days of the purchase date and Metal Plus LLC will refund your purchase price less our shipping costs plus a 20% re-stocking fee. You must notify Seller of your intent to return by email at sales@metalplusllc.com or by calling (860) 379-1327 and receive an RA# prior to returning any goods. You must accompany the returned shipment with a copy of your receipt and the issued RA#. Refunds will not be made on returned merchandise received without an issued RA#. A credit card refund, in house credit, or check will be issued within 30 days after the return is received. You will be responsible for payment of the return shipping and handling charges. The merchandise must be in re-saleable condition and properly packaged in order to receive a refund. Refunds cannot be processed for items that are returned in poor condition. It will be the responsibility of the Buyer to initiate any claims through UPS or other carriers as to items damaged in return shipment.

Return Policy – Distributors

Distributor returns will be charged a 50% re-stocking fee, **no exceptions**. You are responsible for shipping/handling and applicable taxes. This policy applies to domestic and international distributors.