

Returns & Cancellations

- ✓ Review order before placing
- ✓ All items are special order & non-returnable
- ✓ Once production has started, no cancellations can be made.

Before you order, please ensure that all items needed are listed on your acknowledgment properly. If you're unsure, consult with one of our staff members.

All Great Plains Pergolas are made to order and no component can be returned or canceled once it is in production.

Shipping

- ✓ Open all Kits immediately
- ✓ Check for damages
- ✓ Mark damages on shipping papers
- ✓ Call 701-532-0974 to report damages
- ✓ File freight claim with shipping company

Small packages, boxes, and envelopes will ship via UPS or USPS. All large packages and full kits will ship LTL through Midwest Motor Express (MME).

Once a package have shipped and tracking information is available, we will notify you with the corresponding tracking information. Shipping information can be found on their respective websites. Timelines on shipping are out of Great Plains Pergolas' control. We will never ensure delivery on a specific timeline, therefore order accordingly and in a timely manner.

For large deliveries, site presence is required. **A forklift is required.** If there is not a forklift on site, additional fees will be assess to your bill the cost of hand unloading, by you.

When packages or kits arrive to your location, inspect that all items are there, and in proper working condition. Great Plains Pergolas is not responsible for any shipping damage. Damage not noted on the shipping paperwork will not be covered by Great Plains Pergolas.

Note any and all damage immediately on shipping paperwork and call 701-532-0974 to report damage. It is the responsibility of the consignee (you) to file a freight claim with the respective company for damages. Any new product that is sent out due to shipping damages will be billed for accordingly by Great Plains Pergolas before it is sent out.

If you find concealed damage, take photographs of all damage, in it's original boxing, as well as pictures of the damaged parts and notify us immediately. **Damage found more than 30 days after being received will not be covered by Great Plains Pergolas.**