

CREATIVE Order & Return/ Refund Policy

The following clauses are subject to all Creative Landscape Depot Inc. (“CLD”) locations and are intended to protect the highest quality materials, standards, and consistency for client purchases. All clauses are in effect unless otherwise noted, in writing, by a CLD sales representative.

1. Orders will only be procured and/or prepared when the invoice is paid in full OR a customer has a credit account in good standing.
2. All orders must be picked up by clients or delivered within 14 days of preparation.
3. Custom orders, including home accents and fire features, must be delivered or picked up within 5 days of receiving at any of our locations.
4. All returns are subject to inspection and approval by a CREATIVE employee.
5. All returned products must be accompanied by the original paperwork OR purchase order number.
6. Returns on acceptable regular stock items are subject to a 25% restocking fee.
7. Returnable items may only be returned within 30 days of purchase.
8. Custom orders, natural stone, veneer stone, & bulk materials are all final sales.
9. If accepted, non-stocked items will incur a 40% restocking fee, and in some cases, no refund will be issued. If a return is deemed unacceptable, the client must dispose of the material at their own expense. Clients are responsible for identifying and noting what items fit into this category.
10. Returns must be brought back to the CREATIVE location from where they were originally purchased.
11. Returns must be in their original packaging and on their original pallet, when applicable, and must be free from signs of any previous handling.
12. Palletized products must be returned in full layers in the same way and pattern as they were sold. Incomplete layers or layers with incorrect patterns cannot be accepted.
13. Manufacturing defects will be inspected by CLD and given a full refund if the product is deemed defective.

14. CLD waives liability for all material upon completion of loading clients' vehicles at our retail locations, or at the time of offloading at the job site if using our delivery service.
15. CLD will not accept any damaged skids, empty crates, or garbage of any kind. If material is accepted for return, pallets must be free of loose plastic, wrap, straps, broken wood, and general debris.
16. Skid deposits will be refunded on empty skids returned in good condition and will be reconciled with quantities purchased from individual invoices & POs on file. Handling fees will apply.
17. Skid deposits purchased in a given year must be returned by December 15th of the same year in order to be eligible for a refund.
18. Skid returns will incur a handling fee of \$5 upon return.
19. Full loads direct to a client's job site are COD and non-returnable.
20. Once an order has been prepared for pickup by or delivery to our client, it will be subject to all clauses within this policy.
21. All clearance items are final sale.
22. Returns relating to commercial accounts will only be accepted on weekdays from 7:00 am to 4:00 pm (Monday - Friday).
23. All orders must be delivered to or picked up by the client before December 15th of the same year.

General Site and Sales Procedures

1. To mitigate confusion and errors, orders will be invoiced in full once any portion of the order has been picked up by Creative Landscape Depot clients.
2. Prior to being loaded, all clients must report to the sales office and receive a loading slip for the material they are picking up. CREATIVE employees will not be able to load vehicles without being presented with paperwork.
3. No returns will be offloaded from client vehicles until said clients have visited our sales office and received approval and paperwork from CREATIVE sales staff.
4. Once loaded OR upon the offload of delivery at the client's site, the client must sign the CREATIVE loading slips to confirm the accuracy and quality of the load.
5. Entering and Exiting the Depot:
 - a. In St. Jacobs, we ask that you enter through the north gate and exit through the south gate to help us maintain an organized traffic flow.
 - b. In Guelph, we ask that you turn right immediately upon entering the gate and travel only around the perimeter in a counter-clockwise fashion.

6. Invoicing and payment: To make payment, request copies of invoices or receipts, or discuss account status, please direct all inquiries to finance@creativelandscapedepot.com
7. To minimize the opportunity for errors and miscommunications, please always maintain one point of contact at CREATIVE when placing and fulfilling an order. If you begin working with a particular salesperson, please complete the process with the same salesperson until the order has been completely fulfilled and invoiced.
8. All orders must be emailed to our sales team for information accuracy. We will not accept orders over the phone or via text message.
9. Once your order has been placed with our sales team, our sales team member will send you a formal quote electronically. As the client, it is your responsibility to confirm the accuracy of the quote and send email confirmation that the order has been entered correctly.