



## **Ramparts Skatepark Return and Refund Policy**

Shyne Automation, Inc. dba Ramparts Skateparks will accept returns for stock items **ONLY** if the item is returned in new, undamaged condition by the buyer within 30 days of purchase. These available returns are on stock, kit items **ONLY** and **do not include custom applications, custom builds or custom options in any way.** To facilitate a return, customer **MUST** call and clearly communicate the reason for the return and follow all provided and applicable return instructions. Customer shall be responsible for all freight and handling charges involved with any return.

**Custom applications and custom-built products are NOT eligible for a return or a refund.** If a defect in craftsmanship or material is identified and clearly communicated by the customer in writing to Ramparts Skateparks within 10 days of discovery of said defect, Ramparts will at its discretion replace the defective item. ***Custom applications include but are not limited to custom sized mini ramps not offered as kits on our site, ramps that include add-on features such as extensions or custom features, custom colorways, custom lengths and heights, etc...***

If a customer wishes to cancel an order, they must clearly communicate in writing their desire to do so and the reason for the cancellation. Orders cannot be cancelled because the customer changes their mind, or for any other reason after the order has shipped or if it is a custom-built product.

Refunds will be issued on a case-by-case basis if, and only if the customer has communicated clearly and in writing that they wish to cancel their order AND the order has not shipped. If a refund is due based on these terms and conditions, said refund will be issued within 21 days in the form of the original payment method made by the customer.

**By purchasing a product from our website, or through invoice on a custom application, you agree to adhere to and be fully bound by these terms and conditions.** Failure to adhere to these conditions, cancellation without notice, filing of a chargeback, or stop-payment of any kind will result in a 20% minimum restocking fee on stock items on our website or any custom application. **CUSTOM BUILT PRODUCTS CANNOT BE CANCELLED.** All disputes are to be governed by the laws of the state of Minnesota.

***A copy of this return policy can be found under the F.A.Q. section on our website.***