



The Grenada Enterprises Group Ltd.
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Company Terms & Conditions

Refunds

- All sales are final.
- Single sample tiles are eligible for a refund and must be returned in original state to qualify for a full refund.

Exchanges

- Exchanges will only be issued for active* products that have **NOT** been collected from the Company premises and within 7 days of invoice date.
- Exchanges are not applicable for products that are under extended storage facility (beyond 1 week).
- Original invoice shall be strictly provided to avail the exchange.
- Products must be returned in the same unit of measure as purchased (E.G., pallet, box, or each). Field tile must be returned in original packaging.
- Products must undergo a full Company Quality Control inspection prior to availing the Exchange process.

Returns

- If a Buyer is dissatisfied with the product received, they are to notify a store representative to arrange for the materials to be inspected at site.
- The company, at its discretion will investigate and assess the material and provide a formal response to the buyer after liaising with the manufacturer if needed.
- **Installation of product constitutes acceptance of material.** Once installed, Buyer accepts the product without recourse, and no returns will be offered.
- If a return is approved, products must be returned in the same unit of measure as purchased (E.G., pallet, box, or each). Field tile must be returned in original packaging.
- Products must undergo a full Company Quality Control inspection prior to Exchange or Refund is approved.
- All eligible refunds will be issued to the bill-to party name on the original invoice.
- Check or Cash payment: A refund check will be processed within 10-14 days. If a check is used for payment, processing of a refund will only commence after clearing the payment cheque.
- Credit Card Payments: All refunds will be processed to the same credit card used for the original purchase. Customer must present the original card to receive a refund. A 4% charge is applied for credit card refunds.

Cancellations

- With the exception of Special Orders, orders cancelled prior to collection and within 7 days from invoice date shall be subject to our Refund or Exchange policy.
- Deposits on material reservation and Special Orders are strictly non-refundable.

Extended Storage of Purchased Material

- Material can be held at the Company's premises for a period not exceeding 1 (One) Month from date of invoice solely at the General Managers discretion and subject to storage space availability.
- If a buyer fails to collect the material by the deadline, a storage fee of \$50 XCD will be applied for each day beyond the agreed collection date. If no collection date is stated on the invoice, the penalty fee will be initiated on the 8th (Eighth) day after the invoice date.
- The Company shall not be liable for any material that is left beyond the agreed collection date or 8th (Eight) days after invoice date if no collection date is agreed.

Bounced Cheques

Customer(s) shall be liable for all bank charges incurred including a \$50 EC company admin fee.

**An active product is any SKU that is not discontinued in our system and is not a Special Order item.*