

PumpHouse Ltd Custom Steel Plates Policy

Custom Orders

1. Upon confirmation of the order a 20% non –refundable deposit is required to begin the production process.
2. Over time with normal use minor chipping and or scuffing will occur on painted plates.
3. Zinc oxide treated plates will show the natural steel surface of the plate (this includes defects, colour variations and scuffs or scratches in the steel)

Payment Options

1. E-transfer (Canada only)
2. PayPal

Returns & Exchanges

1. All fully completed custom orders are made with individual specifications and therefore are not eligible for return or exchange

Pick up & Shipping

Customers have the option to pick up custom orders from our warehouse location or to have custom orders shipped

1. Customer Pick Up:

- a. Pick up is available Monday – Thursday from 9:00am – 4:00pm. You must schedule your pickup time in advance. Pick up instructions will be provided to customers after the final payment has been processed.
- b. PumpHouse Ltd and our affiliated warehouse is/are not responsible or liable for damage that may occur to plates during transportation. The customer assumes all responsibility and liability for the plates once loaded into their vehicle.

2. Shipping:

- a. custom plate shipments will ship via skid or box dependent on the orders size and weight.
- b. All packages will ship insured at their value via the freight company.

- 3. International Shipments:** All packages shipping outside of Canada (continental USA) will require and EIN or a Social Security number (SS#) to process at the border. EIN numbers or SS# will be required with final payment to finalize shipping arrangements. EIN and SS# can be given directly to the freight company upon customers request.