



10681 World Trade Blvd
Raleigh NC, 27617

ORDER CANCELLATION AND RETURN POLICY

Thank you for choosing Door Store of America (DSA), Master Crafted Doors. We appreciate your business.

This document outlines DSA's policies with regard to full or partial cancellation of orders after signed order confirmation is received, before shipment of goods or execution of services, and after goods are shipped and/or out of DSA's care.

Cancellation of Standard Orders:

Standard Order cancellation requests submitted after signed confirmation may be subject to a Percentage Cancellation/ Restocking fee. There is no charge for standard order cancellations submitted before order confirmation signature is received.

Cancellation of Custom Orders:

Custom Order cancellation requests submitted before signed confirmation is received are subject to a Cancellation fee of \$250.00. Cancellation requests made after signed confirmation receipt on custom orders must be considered on a case-by-case basis. Costs to cancel such orders could be as high as the full cost of the order, depending on the timing of the request and the stage of production, but will not be less than \$500.

Cancellation of Shipped Orders:

Orders canceled after shipment or refused at delivery will be considered as a "Return" with all applicable fees, including but not limited to Order Cancellation fee and Restocking Fee.

This policy is not intended to contradict any local or national laws or regulations that may stipulate customer's rights to cancel orders. If local or national laws prescribe conditions under which customers may cancel orders, those local or national laws shall prevail.