

Tunnel Mill Polymer Return Policy

Precast polymer concrete products are expensive to ship, and many of the products manufactured by Tunnel Mill are semi-custom castings. With that in mind, we would urge buyers to communicate with us in detail prior to manufacture of castings. Special attention should be given to precast foundation systems, particularly to details relating to the specific equipment to be mounted, and to details of orientation on the foundation.

Products shall be returned to Tunnel Mill Polymer only with express authorization. Items deemed by Tunnel Mill to be faulty, through the fault of Tunnel Mill, will be replaced. Items that are not faulty, whether because they are surplus to project requirements or because they are not suitable because of a change in plan, may be restocked, or reshipped to a new user, at the discretion of Tunnel Mill, and may be subject to a restocking fee. Special castings will be restocked or reshipped only with the understanding that credit will be issued only when and if a new end user for the products is found. Return freight for any products not found to be faulty will be the responsibility of the buyer.