



A PRACTICAL GUIDE TO YOUR ORDER

Refund & return policy

Custom orders, cancellations, installation and returns

Clear expectations from order to installation.

A concise overview of when custom orders may be cancelled, how installation concerns are addressed and how eligible refunds or returns are processed.



01 ORDERING

Custom work & cancellations

Review the point at which custom orders become non-refundable and the cancellation terms that apply before fabrication begins.

01

CUSTOM ORDERS

Custom product policy

All countertop products are custom-fabricated to the customer's specifications. Because of the nature of custom work, orders are non-refundable once materials have been cut or fabrication has begun. Customers should ensure that all measurements, material selections and design approvals are finalized before production.

02

CANCELLATIONS

Order cancellations

Before fabrication begins: Orders may be cancelled within 48 hours of being placed for a full refund. A restocking fee of up to 20% may apply if the product has already been received into stock.

After fabrication begins: Cancellations are not eligible for a refund. Colonial will work with the customer to resolve concerns or make feasible changes; additional charges may apply.

Third-party pricing or timing: Refunds will not be issued solely because a third party offers a lower price or faster turnaround. Colonial may choose to match a competing price within 15%-20% and/or provide an expedited turnaround.



02 SERVICE

Installation & material concerns

Colonial will inspect reported installation concerns and follows manufacturer warranty requirements for material defects.

03

INSTALLATION

Installation services

If a customer is not satisfied with the countertop installation, Colonial must be notified within seven (7) days of installation. Colonial will inspect the work and, where necessary, repair or rework the installation at no additional cost.

04

MATERIALS

Material defects

Materials found to be defective or damaged before installation may be eligible for replacement or refund. Colonial follows the applicable manufacturer warranty for materials such as quartz, granite or laminate. Refunds related to material defects are governed by the manufacturer's warranty policies.



03 RETURNS & REFUNDS

Eligible returns & refund timing

Understand the conditions for returning non-custom items and the timing for an approved refund to appear on the original payment method.

05

NON-CUSTOM

Returns of non-custom items

Non-stock or accessory items, such as sealants or sinks, may be returned within 30 days when unused and in their original packaging. A restocking fee of up to 20% may apply.

06

PROCESSING

Refund process

Approved refunds will be processed to the original form of payment. Please allow five (5) to ten (10) business days for the refund to appear on the account.

07

CONTACT

Contact us

For refund inquiries or to initiate a return, contact the Customer Care Team at your local Colonial Countertops location.

Need help with an order or return?

Contact your local Colonial Countertops team or visit colonialcountertops.com.