



Colonial Countertops Refund Policy

At Colonial Countertops, we are committed to delivering high-quality craftsmanship and exceptional customer service. Your satisfaction is our priority. Please review our refund policy below to understand your rights and our responsibilities regarding refunds and returns.

1. Custom Product Policy

All countertop products are custom fabricated to your specifications. Due to the nature of custom work, **orders are non-refundable once materials have been cut, or fabrication has begun.** Please ensure all measurements, material selections, and design approvals are finalized before production.

2. Order Cancellations

- **Before fabrication begins:** Orders may be canceled within 48 hours of placing the order for a full refund. A **restocking fee of up to 20%** may apply if the product has been received in stock.
- **After fabrication begins:** Cancellations will not be eligible for a refund, but we will work with you to resolve any concerns or make changes where feasible (additional charges may apply).
- **Refunds will not be issued if:** Cheaper price provided, or quicker turnaround provided by a 3rd party. Colonial has the right to either match price (within 15%-20%) and/or provide expedited turnaround time.

3. Installation Services

If you are not satisfied with the installation of your countertop:

- Please notify us **within 7 days of installation.**
- We will inspect the work and, if necessary, **repair or rework the installation at no additional cost.**

4. Material Defects

- Any materials found to be defective or damaged prior to installation may be eligible for a replacement or refund.

- We adhere to manufacturer warranties for materials like [quartz, granite](#), or [laminate](#). Refunds for material defects follow the manufacturer's warranty policies.

5. Returns of Non-Custom Items

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

6. Refund Process

- Approved refunds will be processed to the original form of payment.
- Please allow **5–10 business days** for the refund to appear on your account.

7. Contact Us

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