

Port-A-Strop

1453 Carol St
Camano Island, Wa. 98282

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We will try our best to earn your business and trust. Sales and Returns are governed by our return policy. We strive to be the best, in some case miscommunication can cause issues. Port-A-Stop will do it's very best to resolve and issue is a timely manner. Any customer with personal issues towards Port-A-Stop, must resolve their issue with Port-A-Stop. Any comments made public without letting Port-A-Stop honor your request will be consider non tolerant behavior and Port-A-Stop reserves the right to cancel any order at this time.

Port-A-Stop.com Sales and Return Policy

We at Port-A-Stop appreciate your business and trust. We will work hard to earn your trust and support. Following are our purchase and return policies:

PAYMENT

Port-A-Stop.com accepts all Visa and Master Card credit cards and Money Orders or Cashiers Checks as payment for goods purchased. We use Paypal to authorize and clear your credit card transactions. For your safety (and ours) we may refuse to ship any order for any reason.

SHIPMENT

Port-A-Stop.com will ship your order as soon as possible. All orders are made to order. We ship by USPS and may only accept orders that are shipped to the billing address on the credit card used (exceptions may be made for repeat customers, please call 360-387-6701 to request an exception). Signature of receipt will be required on orders unless other arrangements have been made.

RETURNS EX-CHANGES

We only want happy customers Returns may be made within 7 days of receipt of goods. We will be happy to refund your money minus shipping providing the Port-A-Stop has not been abused. Your Port-A-Stop has been insured. If it is been damaged in shipping, let us know immediately. Take it to the Post Office in the Box it was shipped in and the Post Office will take care of it. Let us know if you need further assistance or any paperwork.

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Used merchandise will NOT be accepted for return. As stated below, our products is warranted by us for 1 year. Sorry, shipping charges are NOT refundable. If your purchase was subject to our "free shipping" offer, the actual shipping charges incurred by us will be deducted from any refund.

EX-CHANGES

In the un-likely event you receive a product from Port-A-Stop that is incorrect, we will be glad to ex-change the item. The incorrect item or items must be returned to Port-A-Stop before any products will be shipped for replacement. There are no exceptions to this policy. Postage for the returning of any incorrect items will be paid by Port-A-Stop

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Port-A-Stop cannot be responsible for user error due to the nature of the product. However, we have a comprehensive customer service and technical support line that is available during normal business hours. In the unlikely event that you receive a Port-A-Stop that has a mechanical defect or design error, we will gladly return or replace the products in question.

If you require a refund of merchandise purchased, please be aware that there is a 10% restocking fee for non-damaged parts. Otherwise, you will be returned a new item in new condition.

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OUR ADDRESS

Port-A-Strop
1453 Carol St
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www.portastrop.com

Policy Last Revised: December 8, 2008