

Big Air Returns Policy

Within 30 business days of receiving your order from Big Air Pylons Inc you may return any product. All parts must be in their original condition and packaging, and cannot be installed, disassembled or damaged by incorrect installation. Items that do not meet these criteria will be returned to you and you will be charged for return shipping. (All parts that have been installed are not returnable.) If the item is incorrect due to your error such as, incorrect measurement, you will incur a 15% restocking fee. Freight charges are not refundable. If the incorrect part is sent to you due to our error, we will issue a call tag with our freight company and send out the correct part. Any orders refused and returned at time of delivery without an approved RS number will result in a 15% restocking charge on the entire order and all shipping costs, both to and from the customer, will be the customer's responsibility. We are not responsible for any installation errors or labor that occurs as the result of the installation of any wrong or defective parts.

Note: All parts approved for return must be received back to us with all the correct information and RS number issued by us within 30 days of purchase date or the return will be cancelled and no credit will be issued.

Damaged and/or Missing Items:

The carrier is responsible for all items damaged during shipping. In the instance that you receive and damaged part you must call Big Air Pylons Inc. customer service at 580-252-5314 and state such, as well as file a claim with the UPS 1-800-PICK-UPS help line. This must be done within 24 hours of receiving your shipment. Once the damaged part has been returned to us for UPS/our inspection we will either credit you or ship a replacement depending on customer choice.

Refunds:

Refunds for returns normally take 30 days to process and credit from the date we receive your return at the warehouse. The manufacturer will then approve your return. Once the return has been approved and processed, the refund will be credited to the credit card you used to buy the merchandise. You will receive a "credit approved" email the day you are credited. Please be aware that your bank may take 4 to 7 business days to post the credit to your account or credit card. If after 30 days, you have still not received a credit please email the returns department.

Non-Returnable Items:

Any items that are custom in nature, such as our Big Air Bimini Tops, are non-refundable.

Big Air Pylons Inc. is not responsible for lost, stolen or damaged packages. All claims for such must be processed through UPS.