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Return Policy

Thank you for choosing Duralight Plastics for your polycarbonate, PVC, and plastic sheet product needs. If you were not entirely satisfied with your recent purchase, that's okay. We understand and we are here to help.

Returns:

You have 30 calendar days from the delivery date in which you received a product(s) to return it. To be eligible for a return, product(s) must be a standard stocked size in the same new condition that you received it. A 30% restocking fee will be charged for all standard stocked items. Your return will need to include a copy of the original packing slip or invoice.

If you feel you received a damaged or defective product(s), please email us at info@duralightplastics.com for further instructions.

Please Note: You must contact Duralight Plastics before returning any product(s) for a refund. If we do not know the product(s) is being returned, we will not process a refund. Duralight Plastics does accept return of custom cut material, but each custom product return will be reviewed on a case-by-case basis.

Refunds:

After your return is received and fully inspected, we will notify you via phone or email of the approval or rejection of your refund. If you are approved, we will refund your purchase price (less a 30% restocking fee) and a credit will automatically be applied to your original method of payment.

Refunds do not include any shipping and handling charges shown on the original packaging slip or invoice. Shipping and handling charges are not refundable. Please allow for a period of up to 14 days after we've received the returned product for us to process your refund.

Shipping:

If your crate arrives damaged, accept the crate, take pictures, and make sure to note the crate damage on the Bill of Lading (BOL) or proof of delivery (POD) provided by the carrier. Date and label everything!

It is your responsibility to pay for the return shipping of unwanted product(s) or damaged product(s). You may use a carrier of your choice, or we can help arrange for a carrier to pick up your shipment. If Duralight Plastics arranges the freight carrier service, the cost of return shipping will be deducted from your refund.

You are responsible for any loss or damage to product(s) during shipment. We highly recommend using a trackable shipping service or purchasing shipping insurance. Duralight Plastics does not guarantee that we will receive your returned item.

Contact Us:

If you have any questions on how to return your product(s) to us or to follow up on the status of your return, please send an email to info@duralightplastics.com.