

When will my order ship?

We do our best to maintain stock of our product at all times, but depending on the size of the order we may need additional time for processing. Call or email to get a quote and delivery schedule if your timing is critical. If we are out of stock, orders usually ship in only 1-5 days. If the delay will be longer than 5 days, we will contact you promptly and let you know when we can ship to keep your project moving forward.

Products ship via Freight due to the palletized packaging and weight. Email for shipping quotes prior to placing your order. We do not ship outside the continental U.S.

How do I return an item?

You may purchase merchandise from this Web site by using any one of the payment options listed in ([link to Payment Options](#)). HeatPly Inc. reserves the right to change its payment procedures at any time without prior notice to you.

We understand that things can change, and we offer a liberal Return Policy to accommodate you whenever practical.

When you purchase HeatPly underlayment panels from us, we want you to be 100% satisfied. If you find that you must return an item, we try to make it easy.

You have 30 days to request a return or exchange.

Return order Shipping Charge: HeatPly offers free domestic shipping on most orders which is a cost incurred by HeatPly. These orders are typically shipped via freight and are of significant cost to HeatPly. For merchandise returns in which the customer received free shipping, this initial shipping amount will be deducted from the customer refunded amount due back to the customer.

Return order Restocking Charge: There is no restocking fee for most items, but for HeatPly underlayment panels we may charge a Re-Stocking charge of 7% to 10%, to cover our costs. Not a minimum of 10% or 15% like other companies.

We ask that you contact us via email, phone or fax to request a Return Material Authorization (RMA) number BEFORE shipping anything back to us. A copy of your invoice should accompany all returns. Information contained on the invoice will be necessary to process the return or refund. Please have the invoice ready when you call or write.

You must ship the item back to us at your expense. We recommend using a carrier with tracking capabilities and insuring your package. Write your RMA # on the outside of the package. We will process your return within 48 hours of receipt at our office.

Merchandise must be returned in unused, like-new condition. We will exchange or issue credit promptly for your return once it arrives at our warehouse in original condition. We cannot take back products that are dirty from job site use or that have been altered, cut or damaged in any way. Returns should include original packaging.

Special Order items are ordered according to your specifications, specifically for you and do not come from our extensive stock. In most cases, Special Orders are not returnable. Please confirm prior to ordering if you have any questions.

We accept Visa, and MasterCard. We also accept checks and money orders; however checks must have the funds verified prior to shipment. We do not charge your credit card until the day we ship your order. We also can set up an account for commercial customers.

Refunds?

Refunds will be issued only to the original credit card or by company check.

Shipping costs are not refundable, unless there was an error on our part. If we make an error, we accept responsibility. We simply expect the same from you.