

Returns and Refunds Policy (Business Customers Only)

This Returns and Refunds Policy apply to business-to-business transactions between First Fence US Inc. and its business customers. All purchases made from First Fence US Inc. are subject to our Terms and Conditions of Sale, which govern all return, refund, cancellation, and replacement requests. We draw your attention (in particular) to clause 7 of the [Terms and Conditions](#).

Order Cancellation

Business customers may request (in writing) cancellation of an order within 24 hours of placing the order, subject to approval by First Fence US Inc. written approval.

Orders that have already been processed, manufactured, or shipped may not be eligible for cancellation. Where cancellation is approved, cancellation fees and administrative charges may apply in accordance with our Terms and Conditions.

Returns

Returns of goods which are not defective are not accepted without prior written authorization from First Fence US Inc (at its discretion).

Return of goods which appear with a defect within 28 days of the delivery date (as defined in the terms and conditions) shall be subject to clause 5.3 to 5.6 of the Terms and Conditions.

Return requests must be submitted within two (2) business days of delivery of the goods.

All approved returns are subject to the conditions set out in our Terms and Conditions of Sale, including but not limited to:

- Restocking fees
- Handling charges
- Return shipping costs
- Inspection of returned goods

Returned products must be unused, uninstalled, and in the same condition in which they were delivered, unless the return is due to a verified defect or damage.

Custom-made, made-to-order, or specially manufactured products are non-returnable, except where the product is defective.

Damaged, Incorrect, or Defective Products

If goods are delivered damaged, defective, or incorrect, the customer must notify First Fence US Inc. in writing within the warranty period (as defined in the Terms and Conditions).

Where a valid claim is confirmed, First Fence US Inc may, at its discretion and in accordance with its Terms and Conditions:

- Replace the product
- Repair the product
- Provide a refund or credit

Supporting documentation, including photographs or other evidence, may be required.

Return Shipping

Unless otherwise agreed in writing, all return shipping costs are the responsibility of the customer.

Where a return is authorized due to an error or fault on the part of First Fence Limited, return shipping arrangements may be provided.

Refund Processing

Where a refund is approved, it will be processed **in accordance with the Terms and Conditions of Sale** and issued using the original payment method unless otherwise agreed.

Governing Terms

All sales, returns, cancellations, and refunds are governed by the First Fence US Inc. Terms and Conditions of Sale, which form part of every transaction.

Contact Details

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