

Elastocrete Return Policy

Retail Customer Returns.

Elastocrete offers a 30 thirty-day satisfaction guarantee on products to all Retail Customers. Refunds for unopened and undamaged products will be issued at the original purchase less a 10% restocking fee. Refunds for open, partially used or otherwise damaged products will be issued at 50% of the original purchase price. Any costs associated with shipping & handling will not be refunded or reimbursed. Shipping logistics are the responsibility of the customer.

Retail Customer Return Process for Online Orders.

1. Notify Elastocrete at support@elastocrete.com.
2. Package the products you wish to return using proper shipping carton(s) and packing material based on the product(s) being returned. Include the original packing slip or a printed copy of your receipt.
3. Ship the package to the following address using your choice of shipping method as long as a tracking number is available.

Elastocrete returns

688 Chad Ranch Road

Veyo, Utah 84782

4. Provide the tracking number for your package to Elastocrete(support@elastocrete.com)
5. Once your return is received and processed, an appropriate refund will be issued within 10 business days.