

Sculpture by Design Inc. Policy and Warranty Information for Concrete Products

All sales are final at time of purchase and item (s) has been received by purchaser.

Upon any **Purchase Sales Orders, which are custom orders** you will have 48 hours to cancel the Purchase Order minus any special materials that have already been purchased or ordered for your order which may or may not include a restocking fee of twenty % (20) and minus any transaction fees such as Credit Cards which will have a minimum of 10% (ten) or higher depending on any Country Interchange Rates.

Our policy since 2004 has always been if you have a problem with our product we will repair or replace the item if still available, or issue a store credit for other product of same value or less within one (1) year of purchase and / or when you take possession of concrete. This warranty excludes: acts of "God" such as hail, wind or tornadoes, normal wear and tear, small air voids on the surface that may pop open, touch ups or maintenance such as resealing your concrete, hairline shrinkage micro-fissures do to curing of concrete which is normal when using cement materials. Air voids or hairline micro-fissures will not affect the structural integrity and can be touched up. See your Concrete Care Instructions. Photos of any concrete must be submitted showing any damage with a written statement of item prior to Sculpture by Designs Inc.'s final decision on action taken. It is the responsibility and cost of the Purchaser to return the product for repair or replacement. If an issue does occur call Sculpture by Design Inc. for instructions as typically a problem can be fixed by Purchaser.

After one (1) year it will be up to Sculpture by Design Inc as to how to proceed with any issues. We as Artists are always researching, educating and training ourselves to find better products to use in creating our custom designs as technology is always changing. We have been working with concrete materials since 1999.

Sincerely
Sculpture by Design Inc.
Tony & Brenda Thibodo, Owners
4115 12th AV SW
Pine River MN 56474
218-963-1313

