

Return Policy

You may return all items purchased at Polly Products within 30 days of the original delivery in accordance with the following. We will replace at our option, or pay the return shipping costs if the product is defective, or the return is a result of our error. If the item is returned for any other reason you are responsible for the shipping costs both ways and may be charged a restocking fee of 20 percent. No returned merchandise will be accepted without a Return Authorization Code issued by Polly Products. Credit will be issued in the same manner as payment within 10 business days of receiving the return item in acceptable reusable condition.

A Return Authorization Code must be received from Polly Products customer service prior to any product being returned. Returns will not be accepted, or credit will not be given for items returned without a Return Authorization Code issued in advance by Polly Products. All returned items should be securely packaged in the manner received to avoid shipping damage. Credit will not be given for returns that are damaged or missing components due to inadequate packaging. Please ensure the Return Authorization Code is clearly identified on the outside of the return. No returns will be accepted without a Return Authorization Code located on the outside of the Package.

Ship authorized returns to the following address:

Polly Products
12 N. Charlotte St.
Mulliken, MI 48861

We want to hear from you!

***Please contact us with any comments
or questions***

CustomerService@PollyProducts.com

Limited Warranty

All products manufactured by Polly Products are warranted against defect in materials and/or workmanship and in accordance with our published specifications. Polly Products further offers a limited fifteen-year (five-year full) prorated warranty against structural failure of recycled plastic-
it is further warranted not to rot, split, crack or splinter during this period.

The above warranties commence on the date of invoice issued from Polly Products and after five years of full warranty is prorated at the rate of 15% for the next five years and 2% for years 10-15. Should any failure occur within the warranty period, Polly Products shall, upon written notification and return of defective part(s), correct the part or parts either by repairing the defective part or parts or by supplying a new part or parts within 60 days of receipt of the defective part(s). Polly Products shall, at its expense, deliver the repaired or new part(s) to the customer's location; however Polly Products shall not be responsible for providing labor or incurring the cost of labor to remove the defective part or parts and install any repaired or new part or parts. All replacement parts shall be guaranteed for the balance of the original warranty period.

The warranty is valid only if the products have been assembled and installed as per Polly Products, instructions provided with each shipment and if the products have been properly maintained and inspected annually. This warranty does not cover claims for items that have been subject to misuse, neglect, accident, or vandalism or that have been modified, altered, or repaired by anyone other than Polly Products; its authorized representative; or others designated by Polly Products, to modify, alter, or repair the product.

This warranty is exclusive and is in lieu of all other warranties, whether express or implied, including, but not limited to, any warranty of merchantability or fitness. In addition, no other warranty, oral, written, or implied, may be substituted for the warranty stated above. To the extent permitted by law, Polly Products shall not be liable for any incidental or consequential damages.

All claims made under the terms of this warranty must be received in writing along with a copy of the original invoice and the defective parts(s). Claims must be sent to Polly Products, 12 N. Charlotte St., Mulliken, MI 48861.



Made in USA



100% Recycled
Product



Eco-Friendly



15 Year Warranty