



Outdoor Living
C O N N E C T I O N

Outdoor Living Connection, LLC.

Shipping & Return Policy

Effective May 19th, 2025

Outdoor Living Connection provides high-quality aluminum railing systems, privacy panels, and outdoor aluminum furnishings delivered directly to residential and commercial customers. Please review the following terms carefully to ensure a smooth delivery and resolution process.

Shipping Methods

Orders are shipped via:

- Common Carrier (UPS, FedEx) for smaller packages.
- Less-Than-Truckload (LTL) Freight, with optional lift gate service for curbside delivery of large or oversized items.

Note: LTL deliveries are curbside only and do not include unpacking, placement, or installation. Customers are responsible for ensuring that delivery locations (e.g., driveways, streets, job sites) are safely accessible by freight trucks.

Before You Order

To reduce risk of returns or installation issues:

- Double-check all measurements and product selections.
 - Ensure your order complies with local building codes and HOA requirements.
 - Contact us in advance with questions about materials, compatibility, or installation.
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Delivery Inspection Policy

Upon delivery, you (or your authorized recipient) must inspect the shipment before signing the delivery receipt. If any item or packaging appears damaged or is missing:

1. Note all issues clearly on the delivery receipt.
2. Take clear photographs of the item(s), packaging, and any visible damage.
3. Keep all packaging materials for inspection.
4. Contact us within 1 business day at help@outdoorlivingconnection.com

Failure to follow this process may affect your eligibility for refunds or replacements.

What If You Sign Without Noting Damage?

Signing the delivery receipt without noting any damage or concerns signifies that you have received the shipment in acceptable condition.

- Claims for damages made after signing without notations may be denied.
 - Outdoor Living Connection cannot guarantee compensation if damage is not documented on the delivery receipt at the time of delivery.
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Returns & Replacements

- Damage or missing items must be reported within 1 business day of delivery.
 - If approved, we will coordinate a refund or replacement at our discretion.
 - Returns for reasons other than damage (e.g., ordering the wrong item) are subject to approval, may require a Return Authorization (RMA), and may incur a restocking fee of up to 25%.
 - Shipping fees are non-refundable unless the return is due to our error.
 - Custom or modified products (e.g., cut-to-size, custom finishes) are non-returnable.
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Outdoor Living Connection Is Not Responsible For:

- Damages not noted at time of delivery

- Delivery delays due to carrier or weather
 - Unattended or stolen packages after delivery
 - Incorrect shipping information submitted at checkout
 - Delivery refusal without prior authorization
 - Installation issues due to customer error or code non-compliance
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Need Help? We're Here for You.

Please contact our Customer Service Team with any questions:

 [**help@outdoorlivingconnection.com**](mailto:help@outdoorlivingconnection.com)

 **Monday–Friday, 9am–5pm CST**