



Important Information

Made in USA and Materials Source: All **Vandal Stop** products are **handcrafted in the USA**. If your project requires **100% USA-sourced stainless steel** to comply with the **Buy American Act**, **contact us prior to ordering** to confirm availability and pricing. Additional costs and extended lead times may apply.

Returns & Cancellations: On a case by case basis, stocked items may be returned if the item is unused. The customer will be responsible for return shipping and a 20% restocking fee may be assessed. For cancellation or changes to Made to Order items, there will be no penalty if written notice is given within 3 business days. After 3 business days, if the order is queued into the production schedule but production has not begun, a 10% cancellation fee may be charged. Once production begins, order cancellation is not possible. Made to order items are not eligible for return unless there is a manufacturing defect or the items were damaged in shipping. Orders may not be canceled due to customer's failure to account for production lead times.

Product Inspection: Upon delivery, customer must inspect packaging and product for any product defects or shipping damages. If no shipping damages are reported within 24 hours of delivery or the item is installed then the product is considered accepted by the customer.

In Stock Items: Items indicated as in stock on our website will ship within ~3 to 5 business days from ordering. For larger orders exceeding 10 units or more, if your order exceeds what is available in stock we will fulfill what is available from stock and queue the balance for a production run. We will notify you if this occurs.

Made to Order Items: In order to provide a wide variety of vandal resistant solutions we use a Made to Order manufacturing model. This means that most orders will have a production window of a couple to several weeks depending on current factory conditions. Our estimated production lead times are estimates and may fluctuate greatly depending on weather, holidays and any potential production delays due to unforeseen circumstances. Some production delays may occur during the months of November, December, January, and February due to snow conditions at the factory.

If your project is on a tight schedule, we advise that you contact us prior to ordering so that we may ascertain if it might be possible to meet your required schedule. **We do not guarantee delivery dates.** Any date provided for possible shipping via email or phone is an estimated delivery date. Failure to account for lead times is not sufficient for the return or cancellation of an order.

Click or Scan QR Code for Additional Details

