

Shipping, Returns and Cancellation Policy

We take no responsibility for any Thatch Roof Calculations. We do our best to help you with calculations but take no responsibility for thatch used on site.

Customers may return or exchange most products with some limitations.

*No returns on "special order products"

No returns or refunds are available for purchases over 30 days old

No returns or exchanges on customized products made specifically for purchaser.

*No returns on "special order products", special order products include, All Tiki Huts or Tiki Bars, All shipped Bamboo Products, All shipped Palm Trees, All shipped log or wood products.

No returns on fire retardant or fire retardant treated products.

Item(s) to be returned must be unused and packaging must be unopened.

All returned merchandise will be inspected before any refunds are given.

If damages are found, pieces are missing or if the product is not in new condition and able to be resold; a partial and possibly no refund may be applicable.

Shipping charges are non-refundable if the item(s) has been shipped.

All returns will be subject to a 20% restocking fee.

If purchaser cancels or returns an order that has been shipped, purchaser is responsible for the return shipping cost.

If an accidentally duplicate purchase is made; contact us immediately to avoid the 20% restocking fee.

Please allow up to 45 days for refunds to be processed after the item has been returned.

Exchanges will only be allowed if the product is unused, unopened and undamaged.

New shipping charges will be billed if original item(s) has already been shipped.

No refunds on installations, setup or delivery charges once services have been started.

Once an item has been installed, no returns will be allowed or refunds given.

Shipping Policies

No delivery of an order is guaranteed by a specific date by Tiki Hut Paradise!

Guarantee delivery services are available but the carrier is making the guarantee.

100% refunds will not be given if delivery was not made by a certain date.

Returns will be subject to the same charges as if there were no reason for the return.

No item received should be signed for without first making an inspection of the items delivered!

If damage is found during an inspection and before signing, damages must be noted by Delivery Company.

No refunds or new replacements will be given if damages are not noted by Delivery Company.

If an item is damaged:

Have driver note damages before signing for delivery

Do not reject delivery unless we instruct you to do so (if you reject delivery without authorization this will be considered a "return".)

Notify Tiki Hut Paradise right away and within 72 hours if damages are found.

Before opening packaging; take photos of damaged packaging

Open packaging and take photos of the damaged part(s)

Email photos to bill.tikihutparadise@gmail.com

If an item is damaged in transit Tiki Hut Paradise reserves the right to repair or replace the item in part or in full. Tiki Hut Paradise reserves the sole right to determine whether a damaged item will be repaired or replaced. When making repairs, Tiki Hut Paradise reserves the right to rebuild existing parts or components and/or to replace damaged parts with rebuilt parts or components.

If you rejected delivery of your order or your items are returned to us for any other reason (wrong address provided etc.) a 20% restocking fee, all shipping fees to and from location will be retained and or charged for.

To get refunds please mail request to:

Tiki Hut Paradise 900 Greenbank Road Suite 444 Ottawa On. Canada K2J 4P6

If items you have ordered are returned to us by shipping company, by you in person or delivered to us by other means, this will be considered a "Return" and all charges that correlate to a return will be retained or billed to you.