

Elements Return Policy

Prior to all return shipments, Oldcastle must approve the return and determine next steps. All return requests must be sent to OCCustomerCare@oldcastle.com.

Credit will only be issued if the product is received in its original packaging in perfect “new” condition. Credit will only be issued if receipt of the product is confirmed by the location specified in the next steps.

Credit for approved returns will be issued in 5-7 business days from receipt. All returned items are subjected to a 25% restock/repackaging fee. Freight will not be refunded.

Defective or Damaged Products

In the rare instance that you receive a damaged or defective product, contact the claims department to assist you at 800-966-8126.

Please be aware of the following information we need and how the process normally proceeds:

The defective item must still be within the warranty period.

You will need to supply any serial numbers, a description of issue, and any pictures or video depicting the issue.

Keep all of the packaging, the box and all items/pieces, in the event the item needs to return to us.

The claim will be reviewed, and either approved or rejected.

If approved, the warranty process begins and service, parts, repair or any combination of those as needed will be provided in accordance with the warranty.

Some parts or items may need to be returned to the manufacturer for quality control. We will advise you of this.

Oldcastle is not responsible for reimbursement of any labor costs or project delays that may occur due to the receipt of defective goods. We recommend that you wait to schedule installation until after your order has arrived and items have been fully inspected.