



Return Policy

Our goal at Seneca is to provide our customers with the highest quality products at a fair and reasonable price. We strive to make every item we fabricate perfect; every time. In the unlikely event you receive a Seneca product that is defective or doesn't meet Seneca's high standards, we will replace, repair or refund the item 100%. Seneca will also honor returns on items that were over purchased or purchased in error in accordance with the following guidelines:

1. It is the customer's responsibility to arrange the return of all items to Seneca. If utilizing a Seneca return vehicle/affiliated driver, the customer will be assessed the cost of the backhaul to get the materials to Seneca. We will always do our best to try and keep this cost down. If the customer can wait until we do a haul in the area, it will greatly reduce this cost to them.
2. All returned items **MUST** be matched to an original invoice/order with NO EXCEPTIONS.
3. All returns must be made within 90 days of the date of the original purchase.
4. Items to be returned must be in their original purchase condition.
(un-used and in its original packaging, clean and free of manure, dirt or bird droppings, etc.)
5. If **any** of the above requirements are not met (1-3) then a minimum 30% restock fee will be assessed. Additionally, these returns may take up to 7-10 days to process. Since Seneca offers volume and packaging discounts, this time will allow us to review each account individually so that we can determine the highest credit return for the customer. We appreciate your patience.
6. Individual items that were purchased as part of a kit or package will not be credited at full retail if the complete kit or package is not returned as a whole.
7. **Some items are not eligible for a return for credit and thus, all sales are final on these items.** These items include, but are not limited to; electronics, any item not currently listed as a common or stock item such as custom bent free stall loops, etc., scrap or surplus steel, any cut or partial item such as partial lengths of steel, curtain fabric, alley matt, wire, etc. or any special order or custom made items.

Seneca will have the final decision on all returns and reserves the right to refuse a return for, but not limited to, any of the above reasons.