



Cancellation & Refund Policy

Like you, we think our Vistabule teardrop trailers are pretty cool and we understand your excitement when you place your order. That said, we realize that buying a Vistabule is a significant purchase, and that there are legitimate reasons for customers changing their mind and wanting to cancel their order.

The following outlines our policy for refunds when an order is canceled between the time of an initial down payment and final delivery. All order cancellation requests must be submitted in writing either by email or U.S. mail. We will begin the 15 day refund period when we acknowledge your cancellation request.

1. If an order is canceled within 30 days of when we receive your initial down payment we will issue a full refund within 15 business days.
2. If an order is canceled after 30 days of receiving your initial down payment but before we have contacted you to confirm options and request your second payment, you will be refunded 70% of your initial down payment (e.g., \$7,000 down payment X 70% = \$4,900).
3. If an order is canceled after we receive your second payment, you will not receive a refund.

This policy reflects the costs incurred by our business. Because we are a made-to-order operation, we are making a Vistabule to your individual specifications. There are increasing costs incurred as we progress from taking your order, planning production, sourcing inventory, and beginning the build process.

We appreciate your business and ask that you consider this policy when placing an order.

By signing this, you agree to the terms above.

Signature:

Date:

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