



CANCELLATIONS, RESCHEDULING, RETURNS, & REFUNDS

RETURNS & REFUNDS

All sales of products and services are final. No refunds, No exchanges.

It is the customer's responsibility to verify they are ordering the correct product and quantity for their job. We recommend customers come to look at the products in person at our facility. There are always variations in natural rock, stone, and soil due to landscape formations, and they do vary from time to time.

If you order product for delivery there are significant costs involved in getting it to your location and once it is dumped out, there is no way to return it without incurring even more costs. We recommend customers be home to receive the delivery of the product.

DELIVERY CANCELLATION POLICY

Cancellations placed after an order is processed, but more than 48 hours before scheduled delivery, will be charged a fee of 10% of the transaction. Any cancellation within 48 hours of scheduled delivery time shall incur a fee of 10% of the transaction plus \$50.

If you need to cancel an order, please call us during business hours from 8am – 4pm Monday - Friday. Any texts, calls or voicemail made outside of those hours are not monitored and will not be addressed until the following business day.

DELIVERY RESCHEDULING POLICY

Once you have scheduled a delivery with us, we have reserved that time slot for you. Therefore, we no longer have that time slot available to others. This may mean we are turning away other work for that time to hold your delivery appointment.

We understand that things happen and at times, these appointments may need to be rescheduled. We allow up to 2 rescheduling's with more than 48 hours' notice, Rescheduling the delivery appointment more than twice will incur a charge of \$50.00 per load provided more than 48 hours' notice was given.

Last minute (Less than 24 hours' notice) rescheduling causes many issues, including not being able to fill the trucks time slot with another job. All last-minute rescheduling's will incur a \$100 charge.

All rescheduling requests need to be made during business hours from 8am – 4pm, Monday – Friday. After hours' calls, texts and voicemail are not monitored and will not be addressed until the following business day.

If you need to reschedule your delivery appointment, please call as soon as possible in order to reduce / avoid potential charges.

Last Updated: August 05, 2025

Contact: [801-896-9935](tel:801-896-9935)

Business Hours: Monday – Friday, 8:00 AM – 4:00 PM