

# Earth



# Friendly

Dirt & Mulch, Co.

## Official Document

5510 F.M. 1960 East  
Humble, Texas 77346  
Tel: (281) 852-7400

[www.earthfriendlyco.com](http://www.earthfriendlyco.com)

## Refund Policy

**The sale of stone, mulchs, soils, and aggregates is FINAL**

Once a pallet or loose material is loaded into your vehicle or the delivery truck has left our yard the owner ship of that material passes to you the customer.

We no longer are responsible for materials once they have been loaded or shipped.

### Rare circumstances

A rare circumstance in which a pallet may be returned is when:

1. The pallet or loose is still at our store and awaiting to be delivered.
2. The pallet has been loaded into a vehicle and is not opened or has not left the store.

### Frequently Asked Questions.

Can I return a pallet that has been delivered to my house and not opened? No

Can I repalletize the pallet in the same fashion and return it? No

Can I cancel my order of stone once the stone is in route to my house? Yes but the delivery fee is non refundable.

Can I return the stone once the pallet is off the truck and the driver has just left? No