



## **AAA Container Sales & Rentals – Order, Cancellation & Buyer Protection Policy**

At AAA Container Sales & Rentals, we understand that plans can change. Our goal is to provide a smooth, transparent experience from purchase through delivery, and to ensure you receive the container you expect.

### **Order Accuracy & Buyer Protection**

We stand behind the quality and accuracy of every container we deliver. If your container does not match the agreed-upon description, arrives with significant damage beyond standard wear (as outlined in your contract), or is not delivered as scheduled, our team will work promptly to resolve the issue. Your confidence in your purchase is our priority.

### **Order Cancellations & Refunds**

Orders may be canceled; however, the refund amount depends on the stage of fulfillment:

- **Prior to processing or modification:** Orders may be canceled for a full refund, less any applicable banking or processing fees.
- **After payment but before processing:** A refund will be issued minus any transaction-related fees.
- **After processing, modification, or dispatch:** Orders are no longer eligible for full cancellation and may be subject to additional costs incurred.

### **Delivery Conditions**

Customers are responsible for ensuring the delivery site is accessible and properly prepared. If the delivery driver determines that the requested drop location is unsafe or inaccessible, the container will be placed at the nearest suitable location.

If no safe placement is possible, the customer will be responsible for any applicable trucking, redelivery, or storage fees.

### **Inspection Upon Delivery**

All containers must be inspected immediately upon delivery, preferably while the driver is still onsite. Any concerns must be reported to AAA Container Sales & Rentals at the time of delivery. Failure to notify us promptly may limit our ability to address the issue. Requests for returns or refunds based on conditions that could have been identified at delivery (such as cosmetic preferences) will not be accepted after the fact.

Please note:

- Site conditions must support the weight of the container. Any damage resulting from improper ground preparation is the responsibility of the customer.
- Placement of personal property inside the container constitutes acceptance of the container in its delivered condition.

## **Returns**

Unmodified containers may be eligible for return within **30 days of delivery**, subject to:

- A **30% restocking fee**
- All associated delivery and return trucking costs

Custom, modified, or specialty containers are non-returnable and non-refundable once production has begun.

## **Questions & Support**

If you have any questions regarding your order or this policy, please contact your AAA Container Sales & Rentals representative. We are here to help ensure a seamless experience from start to finish.