

Shipping policy

We ship most orders within 24 hours of receiving payment. If we anticipate a delay of more than 48 hours we will contact you using the email provided during the checkout process.

Important: If you are using an email screening program please be sure to allow for receiving emails from ed@dfwplans.com and ed@dfwbuilder.com.

"Hard" products (hardware, parts, material, etc.) will be shipped "best way". The cost for shipping and handling, if any, is included in your final purchase price. "Best way" is typically USPS or UPS, however, it may be shipped by other means at our discretion.

Refund policy

"Hard" products (hardware, parts, material, etc.) may be returned within 30 days of purchase for a full refund of your purchase price and original shipping costs. Products must be returned in unused and undamaged condition with the shipping cost prepaid. **Return shipping costs are not refunded.**

"Downloaded" products or plans purchased from us, due to the nature of the product, are not eligible for a refund. If you do not receive your product or have trouble with a download please contact us. We promise to resolve the problem and provide you with the product you purchased.

Damaged Products policy

If you receive your order damaged please contact us to help with filing an insurance claim. Do not return damaged products before receiving our explicit approval and instructions.