

Return/Refund Policy

Thanks for shopping at Porous Materials, Inc.

If you are not entirely satisfied with our Service, we're here to help.

Refunds:

Testing Services are non-refundable.

To be eligible for a refund, your sample must be lost or received in a not viable condition for testing. All testing procedures are non-refundable and sometimes additional samples may be requested if testing requires additional achievements.

Return of Samples and/or Hard Copy Reports:

We will return your samples or Hard Copies of reports as requested. The shipping shall be your responsibility and will be charged on your credit card at the time you order testing or a FedEx or UPS Accounts number may be given for return shipment of testing materials and/or Hard Copy of Reports requested.

Once we receive your item, we will inspect it and acknowledge receipt of your order and that the sample has been received. We will immediately log your sample in and acknowledge your order with you at your provided email and contact.

Shipping:

You will be responsible for paying your own shipping inbound and outbound at our Testing Facilities. Shipping costs are non-refundable.

If you receive a refund, the cost of return shipping will be deducted from your refund.