

## **CBShippingSolutions - Refund Policy**

**Last Updated:** May 14, 2025

This Refund Policy applies to all purchases and leases of shipping containers and related services from CBShippingSolutions ("CBS," "we," "us," or "our"). By placing an order or entering into an agreement with CBShippingSolutions, you ("you," "the Customer," or "Client") acknowledge and agree to the terms of this Strict Refund Policy.

### **1. No Refunds on Purchased Shipping Containers:**

All sales of new and used shipping containers are **final**. CBShippingSolutions does not offer refunds on purchased shipping containers except in the limited circumstances expressly stated below.

### **2. No Refunds on Leased/Rented Shipping Containers:**

All lease or rental agreements for shipping containers are **non-refundable** once the container has been delivered to the Customer. Early termination of a lease or rental agreement does not entitle the Customer to any refund of fees already paid.

### **3. Limited Exceptions for Refunds (Purchased Containers Only):**

Refunds for purchased shipping containers may be considered *solely* under the following strict conditions:

- **Significant Undisclosed Damage:** If, upon delivery and inspection *at the time of delivery*, the Customer identifies significant damage that was not disclosed in writing prior to the purchase and makes a written claim with photographic evidence on the delivery receipt, CBShippingSolutions may, at its sole discretion, offer one of the following remedies:
  - Repair of the damage at CBShippingSolutions' expense.
  - Replacement of the container with a comparable container (subject to availability).
  - A refund of the purchase price, less any applicable delivery or other charges.
- **To be eligible for consideration under this clause, the damage must:**
  - Be structural in nature, significantly impairing the container's intended use.
  - Not be cosmetic damage consistent with the age and condition represented at the time of sale.
  - Be documented clearly on the delivery receipt signed by both the Customer and the delivery driver.
  - Be reported in writing to CBShippingSolutions within **24 hours** of delivery, along with supporting photographic evidence.

- **Order Cancellation by CBShippingSolutions:** If CBShippingSolutions cancels an order prior to delivery for reasons other than the Customer's breach of these Terms or the Agreement, the Customer will receive a full refund of any payments made for that order.

#### **4. No Refunds for Modifications or Customization Services:**

Fees paid for modification or customization services are **non-refundable** once the work has commenced. If an order for modifications is cancelled by the Customer after work has begun, the Customer will be responsible for payment for all work completed up to the point of cancellation.

#### **5. No Refunds for Transportation or Delivery Charges:**

Transportation and delivery charges are **non-refundable** once the container has been dispatched, regardless of whether a refund for the container itself is issued under the limited exceptions outlined above.

#### **6. Inspection Responsibility:**

The Customer is solely responsible for thoroughly inspecting the shipping container(s) at the time of delivery. Signing the delivery receipt without noting any damage constitutes acceptance of the container(s) in "as is" condition, and no subsequent claims for refunds or other remedies based on damage will be considered, except for significant undisclosed damage documented as per Section 3.

#### **7. Refund Process (If Applicable):**

If a refund is approved under the limited exceptions outlined in Section 3, the refund will be processed within **1-10 business days** using the original method of payment, unless otherwise agreed upon in writing, **as well as a 13.1% restocking fee will be applied.**

#### **8. Sole and Exclusive Remedy:**

The remedies outlined in this Strict Refund Policy are the sole and exclusive remedies available to the Customer regarding any issues with purchased shipping containers.

By engaging the services of CBShippingSolutions, you acknowledge that you have read, understood, and agree to this Refund Policy.