



1225 Brai Drive  
Port Arthur, TX 77640

(409) 200-2517



# Return Policy

SkyGuard Coatings LLC

## Return Policy

### Overview

At SkyGuard Coatings LLC, we strive to ensure that our customers are fully satisfied with their purchases. If for any reason you are not completely happy with your roof coating product, we offer a straightforward return policy to guarantee your peace of mind.

### Eligibility for Returns

- The product must be unused, unopened, and in its original packaging.
- Returns must be initiated within 30 days of the purchase date.
- Proof of purchase (receipt or order number) is required for all returns.

### Non-Returnable Items

- Products that have been used or opened cannot be returned.
- Falcon Silicone is not eligible to be returned.
- Custom or special order items are not eligible for return.
- Items purchased on clearance or as final sale are non-returnable.

### Return Process

To initiate a return, please follow these steps:

- Contact our customer service team at [customerservice@skyguardcoatings.com](mailto:customerservice@skyguardcoatings.com) to obtain a Return Merchandise Authorization (RMA) number.
- Include the RMA number on the outside of the package and within the return shipment.
- Ship the return to the following address:  
SkyGuard Coatings LLC, Returns Department  
1225 Brai Drive Port Arthur, TX 77640

### Refunds

- Once we receive and inspect the returned product, we will notify you of the status of your refund.
- If the return is approved, a refund will be processed, and a credit will be applied to your original method of payment within 30 business days.
- Please note that shipping and handling charges are non-refundable.

### Exchanges

- We only replace items if they are defective or damaged. If you need to exchange it for the same item, please contact our customer service team.

### Shipping Costs

- Customers are responsible for paying the shipping costs for returning their items.
- In the case of receiving a defective or damaged product, SkyGuard Coatings LLC will cover the return shipping costs.

### Contact Us

If you have any questions about our return policy, please contact us at:

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[customerservice@skyguardcoatings.com](mailto:customerservice@skyguardcoatings.com)



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- Email: [customerservice@skyguardcoatings.com](mailto:customerservice@skyguardcoatings.com)
- Phone: (409) 200-2517

Thank you for choosing SkyGuard Coatings LLC. We appreciate your business and are committed to providing you with the highest level of customer service.