

Return & Refund Policy

StandardGates :: Automatic Driveway Gates & Security Fence



Satisfaction Guarantee:

If you have already purchased from StandardGates, we'd like to thank you for your business and patronage. We sincerely apologize if you have encountered any mishaps with our products; please contact our support team at help@standardgates.com so that we can better address any concerns you may have and quickly help solve the issue.

NOTE: Many of StandardGates products are American hand built and therefore may occasionally contain small cosmetic imperfections. StandardGates products may vary slightly from their online images and photos.

Returns & Refunds:

Your satisfaction is important to us. We stand behind all of StandardGates products and we have always provided strong gates with first class customer service. Our gates are manufactured by experienced craftsmen and then quality inspected before being professionally built and shipped. **If you are not completely satisfied, return your purchase within 45 days for a refund or repair.** Items must be returned, by the purchaser, within 45 days with all items in good condition. StandardGates reserves the right to examine all returned goods for damage prior to refund. Refunds will not include any shipping costs. Due to StandardGates' vast range of custom product sizes and designs, on top of the high quality material that StandardGates uses, there is a 25% restocking fee for all returned gate and fence materials. StandardGates is not responsible for any defective electrical equipment. All problems with electrical equipment must be dealt with directly with its manufacturer. StandardGates is not responsible for any delivery logistics once our products leave our workshop. Delivery dates and times cannot be set. StandardGates is not responsible for any truck lift-gate or other accessorial charges required at the shipping destination. StandardGates is not responsible for any product damages once the delivery receipt is signed; so **DO NOT** sign the delivery receipt until the delivered products have been unpacked, inspected, and verified of no damages.

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Warranty Information:

Gates & Fencing: We offer a lifetime limited warranty on the structural integrity of all StandardGates gate and fence materials subject to normal wear and tear. All of our gates come with a long lasting, low maintenance powder coating, with a weather resistance zinc undercoat, unless specified. All of our gates wooden components are protected with a transparent stain unless specified.

Rust Disclaimer: Some minor weeping of rust from tiny crevices not reached by the powder coat finish is normal and may occur after rain. Such rust is not structurally damaging and may be controlled by the application of black or clear silicone caulk.

Organics Disclaimer: Our wood is not and cannot be perfect; small visual imperfections may be present. Some minor darkening of wooden components not reached by the transparent wood stain is normal and may occur after rain. These dark spots are not structurally damaging and may be controlled by sanding then reapplying of wood stain.

Automation: StandardGates is not the manufacturer of any automation, or electrical products, sold and therefore is not responsible for any malfunctions that respective hardware may encounter. Any related issues must be dealt with directly with the product's manufacturer.