



Shipping

How long will it take to process my order?

Orders generally ship within 24 hours unless a product you order is currently not available in our warehouse, or if there is a pending holiday. In that case, we will contact you immediately to provide you options including backordering your products.

Can I request expedited shipping?

Sure, but we will need to up charge the shipping rate you paid on-line. Please contact us for options asap since we ship products quickly.

Returns and Exchanges

What is your return and exchange policy?

We accept returns or exchanges of any items (excluding Final Sale items) within 60 days of purchase in unused, undamaged condition. Items must have all packaging intact. Final Sale items cannot be returned or exchanged.

Does Flexebrick offer free returns?

Flexebrick does not charge a restocking fee but the customer is responsible for shipping the product back to Flexebrick unless the product was received damaged. In that case, please contact the office and we will send you new product at no charge providing you supply visual proof of damage.

What is the Flexebrick position on exchanges?

We will exchange a color for any other color of the same size brick providing that the customer pays to return the ordered product and also for the shipping of the new product. If you are uncertain of the product color, please call, or order on-line, a sample of all the available colors in advance of your order.

How do I process a return or exchange?

Please send an email to customer service to inform of your intentions and request. We will then tell you the easiest way to process the return or exchange depending on the size of your order.

Warranty

Does Flexebrick have a warranty?

Flexebrick products come with a limited 10-year warranty.