



King Canopy Custom Order Policy

Payment – For all of our dealers, distributors and retailers who we have a buyer/ seller agreement with payment terms, a 30% deposit is required for custom orders before we can begin working on the order. The remainder of the balance, tax and shipping, is due before we ship the item to you or by the terms of our buyer/ seller agreement, if there is one.

For direct end user orders, a 100% payment is expected before we begin working on the order.

Shipping - We will generally ship your item via a ground carrier service however overnight or other shipping options are available upon request. All shipping charges are the responsibility of the buyer.

Custom Orders - Custom orders are non-refundable since they were made based on the clients' specific colors, design specs, size and measurements.

All information obtained by King Canopy, PIC America Ltd. from you via email, forms or phone calls is used for the sole objective of meeting your needs as a client. We will use this information to contact you regarding an inquiry, order or other business you have initiated with us. We will not share or distribute this information to third parties, nor will we share your email address with anyone. If you feel that we are not abiding by this policy, please contact us immediately via telephone at 919-552-2977 or info@kingcanopy.com