PREORDER & BACKORDER POLICY

ONLINE RETAIL ORDERS

Effective Date: October 6, 2026

ODL Grills may offer new products before they are ready to ship and may occasionally experience inventory backorders. This Policy explains how estimated shipment windows, payment, delays, customer consent, cancellation, partial shipment, and refunds are handled.

1. What Is a Preorder?

A preorder is an order placed for merchandise before it is available for immediate shipment. Preorder listings should be identified as such and should include an estimated shipment window when ODL has a reasonable basis for providing one.

2. What Is a Backorder?

A backorder occurs when merchandise expected to be available is temporarily unavailable after an order is placed or when demand exceeds available inventory.

3. Estimated Shipment Windows

Preorder and backorder dates are estimates unless ODL expressly states that a date is guaranteed. ODL will base shipment representations on information reasonably available from manufacturing, suppliers, inbound freight, quality-control, inventory, and carrier capacity. ODL will not knowingly advertise an unsupported shipment date.

4. Payment

The applicable product page or checkout will state whether ODL charges the full amount at order placement, takes a deposit, places an authorization, or charges later. Taxes are calculated as required by law. Card-issuer authorization holds may expire or be renewed according to processor and issuer rules.

5. Delay Notices

If ODL learns that it cannot ship within the promised or legally applicable timeframe, ODL will provide the customer a delay notice within the period required by law. When required, the notice will provide a revised shipment date or state that a definite date is unavailable, explain the right to cancel for a prompt refund, and provide a practical method to cancel or consent to the delay.

6. Customer Consent

When applicable law requires affirmative consent to a delay, ODL will not treat silence as consent except in circumstances where the law expressly allows it. If required consent is not obtained, ODL will cancel the unshipped merchandise and issue the required refund.

7. Cancellation Before Shipment

A customer may request cancellation of an unshipped preorder or backorder. Custom, personalized, or special-order items may have clearly disclosed cancellation restrictions to the extent permitted by law, but such restrictions do not override mandatory cancellation or refund rights.

8. Partial Shipment

If an order contains both available and delayed items, ODL may ship the available merchandise separately. ODL will not charge duplicate freight beyond amounts disclosed or approved. A canceled delayed item will be refunded as required by law.

9. Substitutions

ODL will not substitute a materially different product without customer approval. If the original item is discontinued or unavailable, ODL may offer an alternative, but the customer may decline and choose cancellation/refund where applicable.

10. Prompt Refunds

When a delayed Internet order must be canceled under applicable law, ODL will issue the required prompt refund. ODL will not substitute store credit or promotional credit for a legally required monetary refund without customer agreement where legally permitted.

11. Status Updates

ODL may send transactional email or text updates concerning manufacturing progress, revised timing, payment, consent requests, shipment, or cancellation. These operational messages are separate from marketing communications.

12. Customer Responsibility

Customers should keep contact information current and monitor order communications. Failure to receive a notice because of inaccurate contact information does not expand ODL's rights or reduce any mandatory consumer right under applicable law.

Contact ODL Grills

Questions, requests, or notices relating to this policy may be sent to:

ODL Grills
26151 Equity Drive, Daphne, AL 36526
Email: info@odlgrills.com
Website: www.odlgrills.com