



RETURN POLICY

- We have a strict 30-day return policy. **No exceptions.**
- Damaged materials must be reported within 48 hours of delivery or pick up. Otherwise, we will not be able to return or replace the product free of charge.
 - **10% restock fee for material stocked at our yard.**
 - All items must be in resaleable/ like “new” condition. Resaleable means free from conditions that distinguish the product from its original form (i.e., scratches, nail holes, saw marks, dirt, warping, etc.)
 - Any product sold in bundles/packs must be returned in its full, original form.
 - No restock fee on packages we design, **excluding** special order items.

SPECIAL ORDER (SO) PRODUCTS

- SO items are products that are not stocked at our yard and are ordered specifically for your project. Special order item product codes start with zz_SO on the sales order or invoice.
- All items must be in same resaleable/like-new condition as previously stated. Any product sold in packs/bundles must be in its full, original form.
 - **25% restock fee (\$75 minimum) for special order items.**
 - **NO RETURNS on any EWP** (LVL, I-Joist, Glulam, Rimboard, etc.)

- There are few occasions when an SO item can be returned to the vendor, but it is subject to their individual policy and may include a restock fee.

- If credit is available, it will be refunded after we receive our credit from the supplier. Any freight or added fees are non-refundable.

PICKUP POLICY

For us to pick up returns safely and efficiently, materials should be prepared as follows:

- Collected in one location and easily identifiable.
- Protected from the elements, neatly stacked, separated by type, and placed on blocking so we can pick up with forklift easily. **WE WILL NOT CLEAN UP OR TAKE SCRAP MATERIAL BACK.**



ACCEPTABLE RETURN:

- Neatly stacked.
- Items are easily identifiable.
- Placed on pallet or blocking for easy forklift access.
- No debris or garbage mixed in.

UNACCEPTABLE RETURN:

- NOT stacked neatly.
- NOT easily identifiable.
- NOT placed on blocking/pallet for easy forklift access.

- If we need to collect the material from the jobsite, there will be a **\$75 pickup fee within 25 miles. If jobsite is outside of 25 miles, please see freight policy below.**

FREIGHT POLICY

<u>Distance</u>	<u>Orders less than \$1,000 pre-tax</u>	<u>Orders more than \$1,000 pre-tax</u>	<u>Pickup Fee</u>
Within 25 miles	\$75	Free	\$75
Over 25 miles	\$2 per mile EACH way	\$2 per mile EACH way	\$2 per mile EACH way

PAYMENT POLICY

- All major credit cards and cash are accepted.
- Checks are NOT ACCEPTED unless you have an active charge account with us.

**** GOLD LOYALTY CUSTOMERS WILL HAVE DELIVERY FEES WAIVED ****