

Return Policy

Return of Materials: A handling fee will be charged for all materials approved for return. Not all materials are eligible for return. Returns will not be honored unless accompanied by the original sales invoice. All returns must be delivered by the customer to our location. Any requests to pick up authorized returned material will be charged a pick up fee.

Terms and Conditions on Returned Merchandise

- No material will be accepted for return without prior consent. 15% handling/restocking charge on *authorized* returned goods.
- All claims and returns must be accompanied by an invoice.
- No returns accepted after 90 days.
- No returns accepted on special order items and non-stocking items.
- No returns or exchanges on custom fabrication items.
- Merchandise being returned must be resalable, unopened, uncut, and in its original package – restocking fees applies. Items must be inspected by one of our foreman before any credit will be issued. *No exceptions.*
- Pavers and bricks returned must be in full straps. Loose material will not be accepted.
- Material returned will be credited in the same form it was purchased. The credit will be issued to the original purchaser only.
- All returned checks will incur a service charge and will require immediate fulfillment of the service charge in cash or certified check.
- It is the responsibility of the purchaser to inspect all orders upon receipt or delivery for accuracy. All claims must be made at that time. If no claim is made, order or delivery will be considered accurate and correct.
- There will be an additional charge per hour for waiting times at job sites on deliveries.

Pallet Returns

- There is a refundable deposit on certain pallets (depending on supplier).
- Pallets returned in re-usable condition will receive a full credit. Pallets returned that are not in re-usable condition will not be credited.
- Small refundable pallet quantities will be the responsibility of the purchaser to return. Pallets being picked up must be left in an area accessible to our forklift, neatly stacked & clean in order to remove them. Pallets picked up for return will be charged a pick up fee.
- Pallets returned to our yard must be inspected by one of our foreman before any credit will be issued. *No exceptions.*
- Under no circumstances will we take back any non-deposit pallets.

