

# Scherer Bros. Lumber Co.

## Materials Return Policy

4/2021

### General

Damaged or missing items need to be reported within 5 days of delivery or no adjustment will be made. Returned products must be in resalable condition. Resalable is defined as free from scratches, nail holes, saw marks, dirt, or any other condition that distinguishes itself from its original form. Any product sold in bundles must be returned in its original bundled form.

If items are non-returnable for credit or are determined they are not in full resalable condition, customers will be notified and products will be held for 5 business days for pick up by the customer. An additional delivery fee will apply if items are returned to the job site.

### Stock Products

Full credit is available for stock products returned in full resalable condition. For credit, the product must have been invoiced from Scherer Bros. within 90 days of return.

### Decking

All Decking material and Deck Railing products are not returnable for credit.

### Special Order Products

Most special order products are non-returnable and cannot receive credit. Special order Windows, Cabinets, Trusses, Specialty Shop, Custom Milling, Timbers and products from certain manufacturers or suppliers cannot be returned for credit.

***Please ask your sales person for the return policy on individual products before ordering.***

Special order products that are returnable and are in resalable condition will incur a restocking charge of 30%. For credit, the product must have been invoiced from Scherer Bros. within 90 days of return.

### Return Notification

The sales person who placed the original order should arrange a pick-up or return. If you are unsure whom to contact, please call the location where you normally do business and refer to the original invoice. Product may be returned to Scherer Bros. designated locations between 6:30 am and 4:00 pm Monday thru Friday.

### Product Pick-Up

One of the services we provide is picking up material returns from your jobsite. Our goal is to load the returned material safely and efficiently. Your cooperation is vital to our success and will allow our delivery trucks to get back on the road so we can continue to make on time deliveries. A list of the materials being returned (saves the situations where maybe we pick up something we should not).

### How to Prepare Product for Returns

Materials need to be collected in one location and labeled for easy identification. Product must be protected from the elements, neatly stacked, separated by type and placed on blocking for easy pick up. A photo – showing the nice clean stack of product (that also gives us an idea of what type of equipment is needed). This insures the safety of our drivers and maintains the original condition of the products.

These are examples of acceptable and not acceptable returns:



### ACCEPTABLE

- Load is properly stacked
- Sheet goods are on the bottom of the pile
- Pile is on blocks and accessible for boom or forklift



### NOT ACCEPTABLE

- Load is not stacked
- Not accessible by our equipment
- Many non-returnable items in pile
- Materials exposed to weather and damage

