



“Our mission is to be your most valued building partner, building the homes we live in today.”

## Credit and Return Policy

12/1/2024

### Procedure for Returns - Customer Responsibility

- A request for pickup can be initiated by calling or emailing your sales associate within **30 days** of purchase.
- Please supply a list of materials to be returned with quantities included.
- **Digital Pictures** of the material to be picked up must be provided. Please email them to your sales associate. The pictures must be clear, show the product condition and availability to access the goods.

### Guidelines

- All stock item Returns for Credit are subject to a restocking fee.
- For lumber, panels and general building materials, the goods must be stacked on runners and in a location accessible for a forklift to be able to pick up the goods, band them together and load them on the truck.
- For millwork or other weather sensitive items, they must be kept dry, organized, and accessible for loading.
- The minimum value that TBC will pick up is \$100.00.
- Materials totaling less than \$100.00 should be returned by the customer.
- All returned items must be in clean, resalable condition.
- Cash or Debit/Credit Card Sale returns must be accompanied by the original sales receipt.
- All Credit Card and Debit Card returns by the customer to our location will carry a 10% restocking fee.

### Special Orders & Manufactured Items

Our company policy is that we do not pick up nor issue credit for special orders or manufactured items. Manufactured items would be Trusses, Interior and Exterior doors, Specialty Millwork or any other items that we produce. In the case that we ordered something incorrectly, our vendor shipped us something incorrectly, goods are damaged on delivery, manufactured incorrectly or by exception from the General Manager, credit can be issued for Special Orders & Manufactured Items. In case of wrong goods or damage, we must be notified within 3 days of delivery. The same procedure of pick-ups will be followed. These credits are also subject to a restocking fee.