

Smitty's Building Supply Return Policy

1) What's Acceptable

- a) Purchases made within the last 30 days. Both material and packaging must be in new or "as shipped" condition
- b) Material damaged by Smitty's Building Supply employees
- c) Defective material on the part of the manufacturer

2) What's Not Acceptable

- a) Items purchased more than 30 days ago.
- b) Anything cut, marked, dirty, weathered, damaged, or installed.
- c) All Special Orders
 - i) These include any item not stocked by us, or not stocked in sufficient quantity, to fill your order when you placed it.
- d) Material not sold by Smitty's Building Supply
- e) Unauthorized or unscheduled returns. For returns that need a pick up, prior arrangements must be made through your sales person. Our driver's cannot pick up material for which they have no paperwork.
- f) Abuse of the Return Policy on a consistent basis.

3) What We Need From You

- a) Cash customers must have receipts.
- b) Charge account customers should have receipts to expedite their credit.
- c) Explanation of the return.

4) What to Expect From Us

- a) Ineligible returns
 - i) We will attempt to contact you to advise that we cannot issue any credit for your return and explain why. Your material will then be tagged and set aside for ten business days, during which you may

come in and pick it back up. After ten business days, we consider the material abandoned and can donate it, sell it for scrap, or dispose of it at our discretion.

- ii) In matters concerning the condition of returned materials, we will keep photographs on file for 60 calendar days after the return to substantiate our decision.

b) Eligible returns

- i) We will deduct **15%** of your purchase price as a restocking charge.
- ii) We will also deduct a minimum of **\$85** if you can't bring your return to us and we must go pick it up. If the material is not ready to be picked up or no longer there, we will still charge you the **\$85** fee.
- iii) We will waive our restocking charge and pickup fee only if the return was caused by a mistake on our part or the item does not meet recognized grading association rules or manufacturer specifications.
- iv) Here is when to expect your refund and what form it will be in:
 - (1) The following will be issued on the spot:
 - (a) Cash refunds under \$200, in cash
 - (b) Check refunds under \$200 if the purchase date was more than ten business days ago, also in cash
 - (c) Credit card refunds of any size if the cardholder is present, applied to the original account number
 - (d) Charge account credits under \$200, issued to the account
 - (2) These will be issued within ten business days:
 - (a) Cash refunds over \$200, by check mailed from our main office
 - (b) Check refunds over \$200, or any check refund if the purchase date was less than ten business days ago, also by check mailed from our main office
 - (c) Credit card refunds of any size if the cardholder is not present, applied to the original account number
 - (d) Charge account credits over \$200, issued to the account

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