

RETURN POLICY

At *FEUER LUMBER CO INC* we strive to ensure that our customers are satisfied with their purchases. If for any reason you need to return materials, please review our return policy below. If you have any questions about the return process or need assistance, please contact our customer service team at 603.362.5304. Our team is here to help!

1. Return Eligibility

- **Unused and Unopened Materials:** Materials that are unused, unopened, and in their original condition (including packaging) can be returned within **30 days** of the purchase date.
- **Defective or Damaged Materials:** If you receive materials that are defective or damaged, please notify us within **2 business days** of delivery or pick-up for a return/refund or exchange.

2. Non-Returnable Items

The following items are **non-returnable**:

- **Custom Orders** – custom milling or special-request items
- **Altered Material** – anything cut, milled, stained, painted, wet, used or installed
- **Damaged Material** – without previous notification within 2 business days of purchase

3. Return Process

- **In-Store Returns:** Please bring your purchase receipt and the materials to our store. Our team will assist you in processing the return or exchange.
- **Delivery Returns:** For orders that were delivered, please contact our customer service team to initiate the return. A restocking fee may apply for large deliveries, depending on the material and delivery method.

4. Refunds and Exchanges

- **Refunds:** If your return is eligible for a refund, the refund will be issued to the original payment method. Please note that it may take 5-10 business days for the refund to process.
- **Exchanges:** If you wish to exchange materials, we will gladly assist in selecting a suitable replacement. If there is a price difference, we will either refund or charge the difference accordingly.

5. Restocking Fees

A 20% restocking fee may apply to returns, especially for large quantities. This fee will be deducted from your refund amount.

