

**Effective Sept 1, 2022**



## **Freight Policy:**

Distance

Within 25 driving miles	\$75
More than 25 driving miles	\$2.00/mile each way

A trip charge may be imposed if Walker Lumber is required to make multiple trips for the same delivery (for example, no room on site, locked gate, delivery not accepted, etc)

*\*Walker Lumber reserves the right to refuse business deliveries to a particular location for any reason*

## **Return Policy:**

- No returns after 30 days
- All items, particularly lumber, must be in “like new” condition and resalable as such
- Restocking fee:
  - Minimum pickup and restock fee of \$75 if within 25 miles (\$2.00 per mile if more than 25 miles)
  - 10% restocking fee if order was delivered by Walker Lumber but returned by customer
  - 10% restocking fee if order was picked up by Walker Lumber while delivering another order
  - 20% restocking fee on everything else
- Special orders:
  - Walker Lumber will accept a return if the supplier agrees to accept a return, subject to a minimum restocking fee of 25%
  - Walker Lumber will **not** accept a return if the supplier will not accept a return
- Block products:
  - It is our policy that Walker Lumber & Supply will not pick up DELIVERED block product orders from job sites for return. Customers can bring leftover block(s), in like new condition, back for credit on their own accord. The returned block product will be evaluated, and the appropriate credit will be given with a 10% restocking fee.
- All returns for which no credit is given will be immediately disposed of by Walker Lumber.