

Effective Sept 1, 2023



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 that was once part of a delivery.
- 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.
- Special Order (SP)/Non-Stock Policy:
 - No returns on SP/Non-Stock items.
 - In some cases Walker Lumber will accept a return if the supplier agrees to accept a return, subject to a minimum restocking fee of 25%.
 - Walker Lumber must take a deposit for all SP/Non-Stock items for cash & credit card accounts.
 - Walker Lumber will communicate to the customer when ordering an SP/Non-Stock Item that they must pick up or take delivery of the product within 30 days of it arriving in our

yard. Walker Lumber will contact the customer, letting them know their SP items have arrived. Walker Lumber will contact the customer within a week of 30 days to schedule a pick-up or delivery of the SP items if the customer has not picked up or taken delivery of the SP items.

- After 30 days, the order will be invoiced, and if the materials are still in Walker Lumber's yard, we will call to arrange immediate delivery of the SP items. If items cannot be delivered, Walker Lumber will discard the material.
 - Walker Lumber will not store SP items past 30 days.
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- All returns for which no credit is given will be immediately disposed of by Walker Lumber.