

Timber/Hardware Product Return Policy



Stocked Products

A 10% handling fee will be charged for *stocked products* returned in full and in a resalable condition. To be eligible for a credit, the *stocked product must have been* invoiced from *Timco Pty Ltd* within 90 days of return.

Special Orders/Non-Stocked Products – non-returnable

All special ordered/non-stocked products are **non-returnable** and cannot receive credit. Special ordered/non-stocked items such as specialised timber/beams, doors, skirting and mouldings products from certain manufacturers or suppliers cannot be returned for credit.

Please speak to your Sales Clerk or refer to your Timco Pty Ltd ‘Customer quote’ for timber/hardware products that are deemed as non-returnable items.

General Information for Returning Product

Damaged or missing items need to be reported within five (5) days of delivery or no adjustment will be made. Returned products must be in resalable condition.

Resalable is defined as: free from scratches, nail holes, saw marks, dirt, or any other condition that distinguishes itself from its original form. Any product sold in bundles must be returned in its original bundled form.

If items are non-returnable for credit or are determined they are not in full resalable condition, customers will be notified and products will be held for five (5) business days for pick up by the customer. After five (5) business days the returned products will be disposed of at *Timco Pty Ltd* discretion.

Return Notification

The sales clerk/sales representative who placed the original order should arrange a pick-up or return. If you are unsure whom to contact, please call our customer service desk where you placed your timber order and refer to the original invoice.

Timber/Hardware product may be returned to *Timco Pty Ltd* between 7:30 am and 4:00 pm Monday – Friday and 8:00 am – 11:30 am on Saturdays (Lonsdale and Port Elliot branches only)

Product Pick-Up

One of the services we provide is picking up material returns from your worksite. Our goal is to load the returned material safely and efficiently. Your cooperation is vital to our success and will allow our delivery truck drivers to get back on the road so we can continue to make on time deliveries.

How to Prepare Product for Returns

Timber products need to be collected at one location and labelled for easy identification. Timber products must be protected from the elements, neatly stacked, separated by type and placed on bearers for easy pick up. This insures the safety of our drivers and maintains the original condition of the products.

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These are examples of acceptable and not acceptable returns:

ACCEPTABLE:



- Load should be properly stacked
- Load should be on bearers and accessible by crane

NOT ACCEPTABLE:



- Timber that are not stacked neatly
- Not accessible by our trucks or crane
- Non-returnable items
- Timber products that have been exposed to weather and visually damaged