



41 Lumber Return Policy

Effective March 1, 2024

All returns are subject to the following:

- Returned products must be in resalable condition.
 - Resalable condition means free from conditions that distinguish the product from its original form (i.e. scratches, nail holes, saw marks, dirt, warping, open wrapping, etc.)
- All material returned must be accompanied by a valid proof of purchase.
- Product sold in full bundles, packs, cartons, and standard sizes must be returned in its full, original form.
- All returns with a valid proof of purchase will be exchanged or refunded to the original method of payment with the exception of:
 - Check sales will be refunded with a check refund. This process could take up to 14 business days.
 - Cash sales will be refunded with either cash or check refund, depending on the dollar amount of the refund. Refunds paid out via check could take up to 14 business days.
 - Returns for purchases made with a gift card will be refunded as store credit.
- All returns are subject to a trip fee if 41 Lumber picks up the returned items. This charge will be waived if we are delivering material to the jobsite in conjunction with the picking up of returns.
- A 41 Lumber team member will need to review items and complete a return form prior to any credit being issued.
- All products must be fully inspected prior to installation. If a product is defective, 41 Lumber must know prior to its installation. 41 Lumber is not responsible for the cost of removing installed products and/or reinstalling replacement products.
- The following items are not returnable or refundable:
 - Cabinets
 - Countertops
 - Items sold as packages, including but not limited to:
 - Floor systems
 - Truss packages
 - Wall packages and panelized products
 - Engineered wood packages (EWP)
 - Vendor quote packages, including but not limited to: metal roofing, metal siding, etc.
 - Steel products
 - Delivery charges
 - Special order shipping charges
 - Discontinued items
 - Sale items

Stock Items Returned to Store: in addition to the terms above,

- Stock items may be returned within 45 days of purchase.
- After 45 days, stock items returned may be subject to a 25% restocking fee.
- Stock items are not returnable after 90 days from purchase date.

Special Order (SO) Products:

*** NOTE: Our policy is to invoice and deliver SO items within two weeks of receiving in our warehouse. ***

- **SO** products are products that are not stocked in our stores and are ordered specifically for your project. There are few occasions when an **SO** item can be returned to the vendor, but it is subject to their individual policy and may include a restock fee of up to 50%. If a credit is available, it will be refunded to you after we receive our credit. Any freight or added fees will not be refunded.
- Some of these **SO** items are custom-made and designed specifically for your project. Therefore, they are not returnable to our vendors and cannot be returned for credit.
- ***Exceptions can be made when materials are not made to specification or arrived defective or damaged.***

Kitchen and Bath – Special Considerations:

- All damage, layout issues, incorrect products, etc. must be communicated to 41 Lumber within 30 days of the date the product is received in our warehouse.
- Kitchen and Bath **SO** products, not including cabinets and countertops, must be returned within 21 days of the date the product is received in our warehouse.

Pick Up of Returns:

The customer must request a pickup of return items PRIOR to the pickup being scheduled.

- For us to pick up returns safely and efficiently, materials should be prepared as follows:
 - Materials should be collected in one location and easily identifiable.
 - Product should be protected from the elements, neatly stacked, separated by type, and placed on blocking for easy pick up by a boom or to be hand loaded.
 - A picture of the stacked returns and their location on the jobsite may be requested before pickup is scheduled.
 - If the pickup of returned items does not coincide with another delivery to your jobsite, a Trip Fee will be charged.