

Customer Policies

1. Order Information

Most orders are fulfilled within three to five business days. Some unique or custom requests may take more attention and time to fulfill. Finished products such as molding or flooring may take one to two weeks to complete.

One or two day rush orders will be charged a 25% rush order fee for the total amount of the invoice.

A 50% deposit is required on all large orders and special orders.

2. Terms & Conditions

All prices are per board foot for rough-cut material unless otherwise noted (live edge slabs are sold by the piece, molding sold by the lin. ft. and flooring sold by the sq. ft.) All boards are sold as is and will not be cut unless the customer is buying the entire board. All merchandise must be paid for at the time of purchase unless other arrangements have been made.

3. Returns

We accept returns on all orders except milled lumber, cut products, specially glued products, or other special products (such as custom moldings) within 30 days of purchase. Returned orders will either be refunded or the customer may chose to exchange the material for something else or take store credit.

All returned or cancelled orders will be charged a 25% restocking fee for the total amount of the invoice, NO EXCEPTIONS.

4. Credit

We offer credit as a convenience for some of our customers who require a little time to get the funds for their projects. A credit limit will be set up with the customer when they are approved for credit. Generally, we extend credit for 30 days. Each individual customer will have terms for payment set up. Any delinquency congruent to the terms and conditions in a customers credit policy will be assessed a monthly finance charge.

5. Discounts

We offer certain discounts to our customers based upon the quantity of material they purchase from us. To qualify for these discounts, the customer must be paying the same day the purchase is made.

10% Discount for 100 bf mix and match species and thicknesses

*Simple Millwork included in discount

15% Discount for 200 bf mix and match species and thicknesses

*Simple Millwork included in discount

20% Discount for 500 bf mix and match species and thicknesses

*Simple Millwork included in discount

6. Payment Methods

We accept Visa, MasterCard, Discover, Personal Checks, Business Checks, or Cash.

7. Storage

Due to space issues, we will only store material for one week after the order is completed. If no arrangements have been made to pick up the order by the end of one week, we will assess a storage fee of \$5.00/day until the order is picked up.