

## Payment, Return, and Refund Policy

### **Mentor Lumber & Supply Co. » Payment, Return, Refund Policy**

#### Payment: Types Accepted

Online (Account Payments Only): Visa, Mastercard, Discover

In-store: Visa, Mastercard, Discover, Check, or Cash

Over the phone: Visa, Mastercard, Discover

#### Payment: Stock Orders

All Stock Orders (stock merchandise) are payment due at the time of order, or before shipment/pick-up.

#### Payment: Special Orders

All Special Orders (non-stock merchandise) are subject to a minimum 50% deposit at the time of order. Mentor Lumber & Supply requires customer approval (in writing or digital) prior to placing a Special Order: customer acknowledges accuracy of order/pricing and agrees to the Mentor Lumber & Supply Payment, Return, and Refund Policy outlined herein.

Special Orders are non-cancelable, non-returnable, or otherwise non-refundable without penalty after customer approval is received unless it is deemed an error of Mentor Lumber & Supply or it's Vendor(s) or approved by such.

Account Holders: All Special Orders more than 90 days old (from date of receipt from Vendor) will be billed to your account. Payment is due per your account terms.

#### Returns

Customer must report any shortages, discrepancies, and/or damage to Mentor Lumber & Supply within 24 hours of receipt. All stock merchandise must be returned (regardless of reason) within 45 days of receipt by customer, and in clean/re-sellable condition or otherwise in the same condition as it was received. Merchandise that has been cut, weathered, or altered in any way, will not be eligible for return/refund.

Special Orders are non-cancelable, non-returnable, or otherwise non-refundable without penalty after customer approval is received unless it is deemed an error of Mentor Lumber & Supply and it's Vendor(s) or approved by such.

All returns are subject to inspection/approval from Mentor Lumber & Supply and their Vendors Return/Cancellation Policies before a refund will be considered.

## Refunds

Minimum 20% Restocking Charge levied on all returns. Refunds will be issued in the same manner that they were originally paid for. Cash refunds, in excess of \$100, will be issued by check to original customer (3-5 days). Refunds for Special Order returns (if approved) will not be issued until Mentor Lumber & Supply has received credit from their Vendor(s), minus all applicable Restock Charges. Unless it is deemed an error by Mentor Lumber & Supply or it's Vendor(s) – delivery charges are non-refundable.

## Material Pick-up Policy

Mentor Lumber will pick up material from jobsites upon request. Standard Delivery Charges apply. Any request to pick up Special Order material will need approval from Mentor Lumber & Supply before pick-up. All jobsite pick ups will be completed within 5 days of request.

All material for return is required to be stacked neatly, under cover, and easily accessible with a tow motor. In cases of interior material, neatly stacked in garage or other easily accessible area is acceptable. Mentor Lumber & Supply reserves the right to refuse a material pick-up if it does not fall within reasonable expectations of the Material Pick-Up Policy.

All material pick-ups will be subject to inspection upon return to Mentor Lumber & Supply Yard Facilities as well as the Return/Refund policies outlined herein. A Material Pick-up does not guarantee a refund will be issued.



### ACCEPTABLE

- Load is properly stacked
- Sheet goods are on the bottom of the pile
- Pile is on blocks and accessible for boom or forklift



### NOT ACCEPTABLE

- Load is not stacked
- Not accessible by our equipment
- Many non-returnable items in pile
- Materials exposed to weather and damage



## The Mentor Lumber and Supply Co.

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