



Dakota County Lumber Co.TM

Materials Return Policy

General

- 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.
- We don't schedule returns but are able to pick up product when convenient to our routes.
- Check your returns before pickup, non-resalable items will be donated or discarded at the sole discretion of Dakota County Lumber.
- Damaged or missing items need to be reported within 5 days of delivery or no adjustment will be made.

Regular Stock Products

- Full credit is available for regular stock products returned in full resalable condition within 90 days of the sale date.
- These items can be returned without a fee or restriction (subject to the conditions below). *Regular stock items are either items that we keep in regular stock at our retail yard, or items that are kept in regular stock by one of our suppliers. Some of our vendors charge a re-stocking fee for returned merchandise that we subsequently charge to you, the customer.*

Special Order Products

- Many special order or customized products are non-returnable and cannot receive credit. Our sales team will do their best to make it clear to you that any special order or customized items you are buying may not be returned for any reason. If you are ever unsure, ask your salesperson for the return policy on individual products before ordering.
- If Dakota County Lumber made a mistake when ordering your customized merchandise, and it turns out not to be appropriate for your use, we will do what it takes to rectify the situation.
- Special order products that are returnable and are in resalable condition may incur a restocking charge depending on the individual vendor's policy. For credit, the product must have been returned within 90 days of the date of sale.

Return Notification

- Contact the person who placed the original order to arrange a pick-up of your return. If you are unsure whom to contact, please call main office and refer to the original invoice.
- You will be asked specific details about the return and will be asked to send in a picture to aid us in arranging a pickup.
- Product may also be dropped off at Dakota County Lumber for credit during normal business hours.

Product Pick-Up

We offer free pickup of material returns from your jobsite. To do so in a safe and efficient manner, returns must be prepared as follows:

- Materials need to be collected on the Dakota County Lumber pallet in an easy to access location and labeled for easy identification.
- Product must be protected from the elements, neatly stacked, separated by type, and placed on the DCL pallet for easy pick up. This ensures the safety of our drivers and maintains the original condition of the products.
- A picture of the stacked returns and their location on their jobsite will be requested before pickup will be arranged.
- Please call us with any questions you might have regarding how to stack product for pickup.

Examples of Correctly and Incorrectly Stacked Return Loads

Correct

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



Incorrect

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

