

How-To Building Center's Delivery and Return Policies

The How-To Building Center wants customers to be satisfied with their purchases. However, we understand there are times when items need to be returned. All returns are ultimately subject to store approval based upon the following policies.

Product Condition and Date of Purchase

All returned lumber is subject to inspection. Lumber returns must be in the original sales condition; returns are not accepted for items that have been damaged, worn, weather-beaten, or otherwise altered upon leaving the yard.

Management will need to verify the returns and condition. This applies to all sales regardless of payment type.

All retail returns are subject to inspection. If the item has been opened, damaged, or otherwise used, the item may not be accepted for return. This applies to all sales regardless of payment type.

Lumber or retail returns that are over **90 days old** are subject to approval prior to return. This applies to all sales regardless of payment type.

Items that are cut to size, sold by the foot, or otherwise altered prior to a sale are not returnable. This includes, but is not limited to: lumber, glass, wire, chains, pipes, and more. This applies to all sales regardless of payment type.

Cash or Check Sale Returns

Customers must have a receipt when returning items from a cash or check sale. If no receipt is shown, it is up to store discretion to allow the return dependent on several factors, which includes but is not limited to: condition of item, item packaging condition, and whether it is stocked. Items must be returned within 90 days with a receipt and in good condition.

Returns that total over \$50 will have a refund check issued from the FCS main office and mailed to the customer or a HTBC Gift Certificate will be issued. Cash will not be issued for return amounts over \$50.

Credit Card Returns

Items purchased on a credit card will have the return amount refunded to that card. Receipts must be shown and is otherwise subject to discretion dependent on several factors, which includes but is not limited to: condition of the item, item packaging condition, and whether it is still stocked.

Charge Account Returns

Products returned that were charged to a customer's account with FCS will have that return put back on the same account. Items must be returned within 90 days with a receipt and in good condition. Items must still be stocked at the How-To Building Center in order to be returnable.

Special Order Returns

Products that are special ordered through the How-To Building Center will require a 15% deposit and are not returnable. This varies depending on the product ordered.

Restocking Fees

If returned items, in their original condition, are accepted, they are subject to restocking fees. Restocking fees will vary.

HTBC Delivery Fees

Appliance, Grill, Lumber, and Contractor Delivery Fees:

Under 30 miles: No charge

31 miles to 60 miles: \$75.00

61 miles to 80 miles \$100.00

Comfort Board Delivery - \$40.00

Donkey Truck Delivery: \$50.00

Mower Pickup/Delivery: \$50.00

Forklift Delivery: \$100 per hour

Board Cutting and Planing: \$100 per hour

Any order over \$1500 there is no delivery charge on Lumber.

Any Appliance or Grill/Smoker order over \$750.00 there is no delivery charge.

Fees are subject to change based on the size of the order.

HTBC Hog Service Fees

Labor Rate: \$80 per hour

After Hours Labor Rate: \$160 per hour

After Hours Rate begins after 5:00p.m.

Mileage Rate: \$2.50 per mile (1 way)

HTBC Estimating Fees

The How-To Building Center looks forward to assisting customers with their new build, remodel, and other projects. Each estimate is \$.50 per square foot with a minimum of \$150. Larger projects will be a minimum of \$750 per estimate.

This estimating fee will be credited back to the customer if the project supplies are purchased from the How-To Building Center.