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## RETURN POLICY

### What can be returned:

All items must be returned in its original packaging and be deemed 100% resalable, restrictions as per following:

- Regular stock items can be returned within 45 days from original date of invoice without fee.
- Special order or non-stock items are subject to a minimum 25% restocking charge and can be returned within 30 days. Rates & conditions may vary based on supplier return policy. Some items require vendor inspections which will cause delay to processing credit.
- Custom and manufactured items to order such as, but not limited to windows, exterior doors, trusses, paint are final sale and non-returnable.
- Cut or previously nailed items such as, but not limited to joist, lumber, timber & panels are final sale and non-returnable.
- For sanitation reasons all Toilets and hook ups are final sale and non-returnable.
- Motorized or any gas-powered machinery are final sale and non-returnable. They are subject to manufacture warranty and return policy.
- Items purchased as clearance are sold as final sale and non-returnable.
- Star Building Material gift cards whether through purchase or donation are non-returnable and cannot be redeemed or exchanged for cash.

### Exchanges & Cancelations:

- Exchanges may be made for defective product within the warranty period however some manufactures require exchanges, credits or refunds done directly through their representation.
- Exchanges of building materials are allowed within 30 days of purchase and material must be in resalable condition. We are not responsible for warped or twisted material and may refuse exchange.
- Depending on time frame there may be an opportunity to cancel special orders prior to production. This is at the discretion of each vendor and may be subject to financial penalty at their discretion.
- Cancelations of manufactured items through Star Truss are permitted without penalty prior to any design work started.

**Money & Credit:**

- Refunds will only be issued to the original form of payment used to make the purchase.
- Purchases made by cash will be refunded by cash up to \$200.00, beyond that money will be issued by check within 10 business days.
- For charge accounts the credit will be applied to your account as soon as your return has been inspected and processed.

**Details & Conditions:**

- For faster returns please keep your receipt to ensure an expedited return process. If you have misplaced or forgot your receipt, we can often look up a copy. In the event we can not find history of the original sale we retain the right to either issue a store credit based on the lowest selling price or reject the return.
- We strive to process returns as quick as possible and typically we will process returns instantaneous, however in the event of required authorization or inspection there may be delay.
- Shipping charges will apply for all pick up of returned material.
- All returns are subject to inspection and may cause a delay in processing or declining refund.
- Star Building Materials reserves the right to request original receipt for any return.
- Star Building Materials reserves the right to refuse or limit the return of any merchandise for any reason.
- Claims for damaged or missing products must be made within 48 hours from receipt of goods.