



CUSTOMER RETURN POLICY

ALL RETURNS REQUIRE PRIOR APPROVAL FROM A FOREST PRODUCTS SUPPLY SALESPERSON OR BRANCH MANAGER. FINAL CREDIT IS SUBJECT TO INSPECTION.

ELIGIBLE RETURNS

Regular stock merchandise may be returned within 30 days of the invoice date when it is:

- Clean, dry, undamaged, and resalable.
- In original packaging when applicable.
- Uncut, uninstalled, unaltered, and properly stored.
- Accompanied by the original invoice number.
- Approved customer-convenience returns are subject to a 25% restocking charge or \$50 processing fee (whichever is greater).

NONRETURNABLE PRODUCTS

The following are generally not returnable:

- Special-order, nonstock, custom, milled, cut-to-size, or specially finished products.
- Job-packed or pulled-to-piece material that cannot be resold.
- Installed, altered, weathered, wet, dirty, damaged, or improperly stored products.
- Opened adhesives, sealants, chemicals, fasteners, or limited-shelf-life products.

DAMAGED OR INCORRECT MATERIAL

Inspect all deliveries promptly. Report visible damage, shortages, or incorrect products

PICKUP AND CREDIT PROCESS

All returns must be approved in advance by Forest Products Supply. Please do not return material without required paperwork. Customers should contact Forest Products Supply sales representatives. (Drivers cannot authorize returns.) Helpful information includes the original order number or purchase order, date of purchase, quantity wanting to be returned, etc.

For any inquiries or concerns regarding returns, please reach out a Forest Products Sales Rep. at 913-441-7000.

Effective 9/1/26



HARDIE RETURN PACKAGING POLICY

IN ORDER TO RECEIVE CREDIT FROM FOREST PRODUCTS ON JAMES HARDIE, THE RETURN MUST MEET THE FOLLOWING REQUIREMENTS.

- Returned on a pallet or sufficient protective dunnage base layer
- Properly banded for safe shipping on our trucks. There should be at least two well-secured bands within 1' of each end and corner protection used.
- Well stacked units. No rolled or spilled units that need to be entirely re-stacked.
- Be clean and free of excessive dirt and jobsite debris
- Damage-free and sellable condition
- Trim should be returned packaged on a separate pallet
- Do not package a heavy flex item on top of a light flex item - such as lap on top of trim.
- Please see page titled "Customer Return Policy" for further guidelines

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ACCEPTABLE RETURNS



DUNAGE
SHOULD BE
USED UNDER
ALL RETURNS



PROPERLY
BANDED
AND CORNER
PROTECTION
USED



ITEMS ARE
SEPARATED
ON
SEPARATE
PALLET



ALL PANELS
SHOULD BE
RETURNED
ON A PALLET
OR WITH
DUNAGE
UNDER THEM,
PROPERLY
BANDED,
AND CORNER
PROTECTION
USED

UNACCEPTABLE RETURNS



MATERIAL
NEEDS TO BE
SEPARATED
AND BANDED
PROPERLY



MATERIAL IS
COVERED IN
DEBRIS AND
DIRT



MATERIAL
NOT SAFETY
PACKAGED
FOR
TRANSPORT



MIXING TRIM
AND PLANK
CAUSES
MATERIAL TO
BREAK



AFFINITY STONE RETURN PACKAGING POLICY

THE RETURN MUST MEET THE FOLLOWING REQUIREMENTS TO RECEIVE CREDIT FROM FOREST PRODUCTS ON ALL AFFINITY STONE PRODUCTS.

- All returns must be stacked in their original box. Material is not to be placed on its side or upside down.
- Material must be in factory sellable packaging. Any excessively damaged boxes will be returned to the customer.
- All Affinity Stone is sold in boxes of 5 pieces therefore all returns must be returned the same. No credit will be given on boxes containing less than 5 pieces.
- Returns must be on a pallet, secured together with banding or wrapping, and some form of protection on top to protect the flanges on the stone. ** See examples on next page
- Return packages must be safe for our driver to haul back to Forest Products. Our driver has every right to refuse the return if they feel unable to strap down securely and haul safely.
- All returns are subject to a 25% restocking fee and must be returned within 30 days from the delivery date of the material.

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Effective 9/1/26

ACCEPTABLE RETURNS



UNACCEPTABLE RETURNS



CRACKED
STONE

DAMAGED
FLANGES

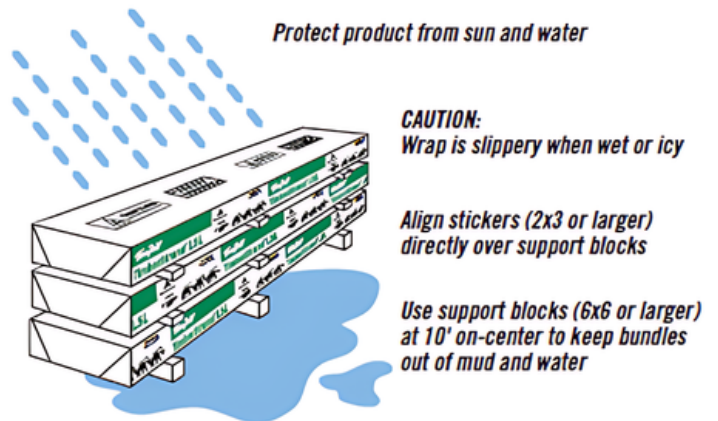


PARALLAM RETURN POLICY

FOR NORMAL CREDIT ON PARALLAMS, CUSTOMER MUST RETURN PRODUCT IN GOOD QUALITY SELLABLE CONDITION.
WITHIN 30 DAYS OF RECEIVING

PRODUCT STORAGE

- Trus Joist requires that the product be protected from sun and water
- Trus Joist also requires the product to be stored 6" off the ground, out of mud and water



GOOD SELLABLE CONDITION

Product must be in sellable condition. Common issues with Parallam that **DO NOT** qualify as sellable are:

- **Excessive swelling caused by poor storage**
 - o If the beam or column has swollen beyond its regular size, product can not be accepted as sellable as it would not fit into standard framing cavities or hangers.
- **Heavy checking and cracking caused by poor storage**
 - o If the the beam or column has heavy checking or cracking, this impacts both the net size of the beam/column and the density of the product. Too much loss in density weakens the beam/column, and this excessive checking and cracking can not be accepted as sellable.



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