

Product Return Policy

RETURN AUTHORIZATION REQUIRED

Product returns will not be accepted unless approved in advance by authorized Ruffin & Payne personnel. Before bringing any product back, the customer must contact a salesman and request a Return Merchandise Authorization (RMA) within 30 days of delivery or purchase/pickup date. The salesman will write the RMA, listing each item the customer wishes to return.

Any claims of damage, defective or shortage of products must be made within 5 days of delivery.

Customers returning product themselves must have the completed RMA with them before entering the yard with the material. Returns may not be taken to the receiving office and unloaded while the RMA is being written.

Product picked up by Ruffin & Payne must be approved before the pickup is scheduled with shipping. Drivers must have the completed RMA, with all items clearly listed, before they load anything.

Returns brought back without prior authorization may be refused, delayed, or charged additional handling fees.

Any products being picked up that are deemed non-returnable will be disposed of by R & P without notification to the customer.

RETURN ELIGIBILITY

- No credit will be issued for product that has been damaged, cut, soiled, or altered in any way. Product must be unused and in resaleable condition, unless the return is due to company error, damage, or defect.
- Product must be returned in its original packaging, cartons, or boxes.
- All returns must reference the original order or invoice number and be requested within 30 days of delivery or purchase/pickup date.
- Custom/made to order products, *special order (includes but not limited to millwork, trusses, windows, doors, decking) discontinued, bargain barn, and PVC merchandise **is not** returnable and may be refused upon inspection.

*Special orders may only be returned if the vendor agrees to accept them, in which case, the return fee may exceed 25% of the product's value depending on the vendor's charge. The salesman will tell the customer the fee before the return is approved.

FEES

Fee Type	When It Applies	Fee
Handling fee — building materials	Approved returns of lumber, panels, decking, engineered wood, boards, millwork, siding, connectors, and interior doors.	Returned by the customer: 15% of the returned product's value. Picked up by Ruffin & Payne: 25% of the returned product's value or \$95, whichever is greater.
Handling fee — all other products	Approved returns of everything else Ruffin & Payne sells.	Returned by the customer: 10% of the returned product's value. Picked up by Ruffin & Payne: 20% of the returned product's value or \$95, whichever is greater.

CREDIT / REFUND PROCESSING

Credits will be issued only after returned product has been received, inspected, and approved. Any applicable fees are deducted from the credit amount. Additional mileage fees may apply.

Original shipping, freight, rush, delivery, and handling charges are not refundable.