



ENTRY DOOR DIVISION RETURN POLICY

All pre-assembled door units are made-to-order. Therefore, the Entry Door Division return policy is different from that of Lumbermen's standard return policy. Once production of a custom pre-hung door has begun, it cannot be cancelled. The remaining details of the Entry Door Division return policy are as follows:

- A. Customers are asked to examine order acknowledgements for accuracy as well as to inspect doors at time of delivery. A signature on the shipping paperwork indicates the door has been received accurately and in saleable condition. **Once your customer has picked up or you have delivered the product, Lumbermen's no longer accepts any responsibility of damage that can occur during delivery or installation.**
- B. If there is a problem with a door, contact our customer service department at 1-866-687-2332. If a correction to the door unit (replacement parts...) can be made without returning it to Lumbermen's we will attempt to do so. However, if for reason of concealed damage, product defect, or Lumbermen's order or shipping error a door needs to be returned, the following guidelines apply:
 1. Concealed Damage
We will only allow returns because of concealed damage within 5 working days of receipt. In this instance, a Lumbermen's customer service representative will create a return material authorization and arrange for the door to be picked up on the next available truck. The RMA sticker that the driver will have must be affixed to product prior to loading.
 2. Product Defect
Doors considered defective can also be returned within 5 working days of receipt. After 5 days the door must be inspected and approved for return by a Lumbermen's Door Specialist. If the specialist determines the door is eligible for return, a return material authorization will be processed and the door will be picked up on the next available truck.
 3. Lumbermen's Order/Shipping Error
See "Product Defect" guidelines above.
- C. If required, a replacement door unit can be built. The replacement unit will be charged in full. Full credit will be issued when product is picked up and upon inspection of returned item at Lumbermen's Door Division. The defective product must be returned in the same condition it was received, any material destroyed will not be credited.

Lumbermen's is committed to working with our customer in all matters pertaining to our doors. We ask that you make the first inspection at the jobsite to determine proper installation or manufacturer defect. All Lumbermen's doors are shipped with installation instructions that are essential to follow for proper operation. If it is determined that there was an installation problem, responsibility will lie with the installer. If a Lumbermen's representative is called to the jobsite and it is determined that the door unit was installed in a manner not compliant with Therma-Tru's installation instructions, a \$150.00 service charge will apply.

All returns for reasons other than those listed above will be made at Lumbermen's discretion, and will be subject to 20% restock charge. This includes returns for door component parts (i.e. glass, frames, and hinges).