

## Product Pick Ups

L&W Supply can provide on-site pick up of any qualifying return. The following will apply:

- Any product picked up from a jobsite by L&W Supply will be subject to a service fee per pick up.
- Other charges may apply. See store for details.

## Our *Difference Delivered* Promise

- Complete, On-Time Deliveries
- Hassle Free Returns
- Your Total Satisfaction

### QUESTIONS? COMMENTS?

Talk with your Branch Manager.



*DIFFERENCE DELIVERED*

# Hassle Free Return Policy

Making returns as easy as possible.



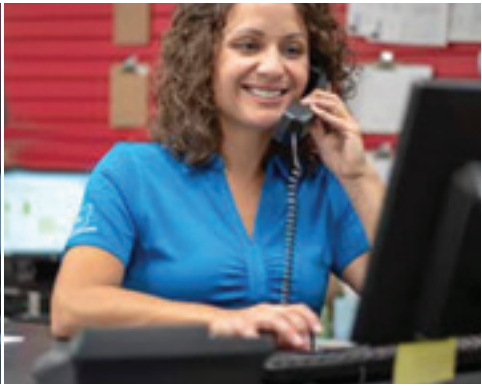
*DIFFERENCE DELIVERED*

[www.lwsupply.com](http://www.lwsupply.com)

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Making It Easy  
For You to  
Work with Us



## L&W Hassle Free Return Policy

If you return a product to the branch in resalable condition within 30 days of purchase with the receipt, you will receive a full refund. To qualify, the returned product must be:

- An everyday stocked (non-special order) product
- In resalable condition
- In its original, unbroken packaging (full boxes, bundles or units)
- Accompanied by the original invoice or sales receipt
- Returned to the original place of purchase

For all other returns, see "Non-qualifying Returns."  
Restocking fees may apply.

### Receiving Your Refund

Method of Payment	Amount	Method of Refund	Time to Process
L&W Supply Account	Any	Credit to account	24 hours
Credit Card	Any	Credit to credit card account	24 hours***
Check	Up to \$250	Cash	Same day
	Greater than \$250*	Check	3 to 4 business days
Cash**	Up to \$250	Cash	Same day
	Greater than \$250	Check	3 to 4 business days

\* Must clear 10-business-day waiting period.

\*\* If your cash payment and return happen on the same day, we will make every effort to provide a full cash refund on the same day. Dependent on branch banking hours.

\*\*\* Does not include credit card company processing time. It may take up to two billing cycles for a credit to appear on your credit card statement.

## Non-Qualifying Returns

### Returns made after 30 days:

- Any return made after 30 days of purchase with the original invoice or sales receipt may be subject to a restocking charge.
- L&W Supply reserves the right to refuse any return made after 30 days of purchase.

### Returns made without a sales receipt or invoice:

- If you have an L&W Supply account and are returning product within 30 days of purchase, we will make every effort to look up your receipt for you. If this is possible, the same policy applies as if you had the original receipt.
- If we are unable to look up or find the invoice, the return may be refused.

### Returns made to an L&W Supply location other than the purchase location:

- Must have the return location manager's approval and will be subject to a restocking charge.

### Returning Special Orders:

"Special Order" refers to any of the following orders:

- Product not normally stocked by L&W Supply in this market.
- Product that is custom made (not stocked by the manufacturer and/or made to customer specific specifications).
- Special Order returns may be accepted contingent upon the manufacturers return policy.
- Customer is responsible for all costs associated with the Special Order return to the manufacturer.