

Returns & Restocking Updates

January 2, 2020

To our Valued Customers:

Thank you for your continued support, we would like to wish you a Prosperous New Year for 2020.

This notice is to inform you of some changes that are taking effect immediately as of January 2, 2020:

Returns

Customers must return products within 60 days of the purchase date on the original purchase invoice. To be eligible for a return, the product must be unused, in its original packaging, and in the same condition as when it was purchased, or it may be ineligible to return. Product returns will be at the discretion of the Branch Manager.

Re-Stocking Fees

All product returns will be assessed a re-stocking fee of 20% of the original purchase price for all returned product accepted by Pro-Line Construction Materials Ltd. There is a minimum \$50.00 re-stocking fee which applies for processing to cover all paperwork for inspection/re-stocking costs and credits. The Customer will be responsible for paying the costs of shipping the item(s) back to the manufacturer if required and authorized by the manufacturer. ****Special order items (Denoted by codes '92XX') are non-returnable.****

Shipping

Customer is responsible for paying the costs of shipping the item back to Pro-Line Construction Materials Ltd. The costs of shipping are non-refundable. If you are issued a refund, the cost of shipping will be deducted from it.

Refunds

If the product is approved for a refund, Pro-Line Construction Materials Ltd. will refund the amount (less applicable charges as above) in the original method of payment or as a Credit on your account. Administration time/ Card Merchant processing times may impact the timing of the refund.

If you have any further question regarding these polices, please feel free to contact your salesman or any of our Branches.

Regards

ProLine Construction Materials Ltd.