

## **The Stone Store Policy on Product Returns**

**These policies pertain to The Stone Store.**

The Stone Store considers product returns to result from one of three possible occurrences.

1. Quality issues
2. Order processing or shipping errors.
3. Customer accommodations.

### **Product Quality Issues:**

While it is always our intention to ship only quality merchandise, we realize that off quality product may occasionally be shipped unintentionally. We will rectify product quality problems as quickly as possible with minimal inconvenience to a customer. However, we reserve the right to verify that a true quality problem exists and not just a difference of opinion. In the event of a return due to quality issues, we will first verify the complaint through any means necessary with the final decision being made by an authorized Stone Store Manager and sales representative. We realize that verification of the complaint may take time and we are prepared to ship replacement product as soon as possible. The suspect product may be returned later, if verified, or not returned if the complaint is not verified. In instances involving verified complaints, The Stone Store may bear the return freight expenses, if applicable.

### **Order Processing and Shipping Errors:**

Requested returns, as a result of order processing or shipping errors, will be handled immediately in a manner that minimizes the expense and inconvenience of the customer.

### **Customer Accommodations:**

Returns requested by the customer based on no fault of The Stone Store will not automatically be accepted although there will be instances in which it is appropriate to consider some requests. After reviewing factors including but not limited to inventory levels, space, pending purchase orders for similar material, and the customer's credit status, a determination to accept or deny these requests will be made. Restocking fees will apply. No accommodation returns will be accepted for non-stock, special order or custom made products.

**The Stone Store does not accept returns after 30 days of invoice date.**

### **Return Authorization Number / Credit Memo**

If an item is deemed returnable The Stone Store sales representative will issue you a Return Authorization number / Credit Memo. This Credit will be offset to the original invoice, issue credit to credit card, return via check or a Stone Store Gift Card. If material is being picked up by The Stone Store, our driver will have the RA/ Credit memo and this must be signed off by the customer upon pick up of material. Material will not be picked up without a Return Authorization / Credit Memo in hand by The Stone Store driver or the customer.

## **The Stone Store : Policy on Customer Product Return Pick ups from Customer Jobsites/Homes and Returns to The Stone Store Yard**

**ADDITIONAL DELIVERY CHARGES will be applied for those approved items to be returned if we are picking up from a jobsite or home. We do not provide credit or accept returns of any bulk product from our yard or quarries.**

Credit will be given only for products purchased from The Stone Store according to the applicable product return policy. **It is the customer's responsibility to provide proof of purchase. No returns will be accepted without original receipt.**

### **Returns of Concrete Pavers & Retaining Wall Block:**

Concrete pavers will be accepted for return only in full unopened pallets, full bands or full layers.

Full unopened pallets of pavers and retaining wall block returned to The Stone Store are subject to a 25% restocking charge.

Full unopened bands or full unopened layers of pavers returned to The Stone Store are subject to a 25% restocking charge.

Partial pallets of retaining wall block are **NOT** returnable to The Stone Store.

If material is determined to be returnable: You will be issued a RA/CM (Return Authorization/Credit Memo) number. This will be applied to the original order or issued credit thru The Stone Store Gift Card.

### **Returns of Palletized Landscape Natural Stone Products:**

These policies apply to all natural stone, decorative boulders, border stone, pattern stone, natural retaining wall stone, flagstone, steppers, and natural stone steps.

Full unopened pallets returned to The Stone Store are subject to a 25% restocking charge.

Partial Pallets are **NOT** returnable to The Stone Store.

If material is determined to be returnable: You will be issued a RA/CM (Return Authorization/Credit Memo) number. This will be applied to the original order or issued credit thru The Stone Store Gift Card.

### **Returns of Other Landscape Products:**

All other landscape products defined as returnable in our policies and returned in original resalable condition are subject to a 25% restocking charge. No credit will be given on any products that are not in original, resalable condition.

### **Returns of Masonry Products:**

**Open manufactured stone products, open natural stone thin veneer boxes or open natural stone thin veneer pallets are not resalable and therefore are not accepted for return or refund. No returns or refunds will be given on any non-stock or special order products.**

#### **Product returned by Customer to The Stone Store:**

All returned to The Stone Store in full, unopened pallets will be subject to a 25% restocking charge. When excessive labor is required for returned product, an additional charge of \$90.00 per hour will be applied. You will be issued a RA/CM (Return Authorization/Credit Memo) number. This will be applied to the original order or issued credit thru The Stone Store Gift Card.

All other returnable masonry products returned in resalable condition to The Stone Store will be subject to a 25% restocking.

#### **Definition of Resalable Condition of Masonry Products**

Clean, uncut product. Free of mortar, glue, sheetrock mud, etc. Boxed material must have proper quantities and be unopened/ unsealed.

**Policy on Customer Product Returns at Customer Jobsites and Returns to The Stone Store  
(continued)**

**Policy on Pallet Returns.**

**The Stone Store does not accept wooden pallets, bags, baskets, or wire crates for return or credit.**

**Policy on Non-stock and Special Order Items**

**Definitions:**

**Non-Stock Item:** Any item which either does not appear in the current version catalog or appears and is marked as non-stock (#). Items that are stocked at our yard and are considered to be stocked items.

**Special Order Items:** Any item which either does not appear in our product catalog and/or is created by The Stone Store or its a third party vendor specifically for a customer.

**Policy on Non-Stock and Special Order Items:**

Since these products are created and/or purchased by The Stone Store specifically for your project, you will be invoiced for it at the time of your order. **These products are non-returnable and non-refundable. Contractors - It is your responsibility to make your customers aware of this policy.**

**All non-stock items and special order items must have a Non-Stock or Special Order Confirmation form completed. Special orders may require down payment.**

Non-stock, special order concrete items, such as pavers and retaining wall, are sold in full pallet quantities only.

**No refunds are available for any made or cut to order products.**

**Policy on Stone & Concrete Purchases:**

Due to the nature of Natural stone, concrete products (pavers, wall block, manufactured stone) and clay brick, which will vary in color and may have surface irregularities such as fossils, quartz seams, etc., the product that we provide may not match our samples exactly. These characteristics are the natural beauty of stone that add uniqueness to each piece and project. Contractors - It is your responsibility to make your customers aware of these facts.

**No refunds are available for any made or cut to order products. These are Special Ordered Items.**

**Pick Up Charges for Products Returned at Customer Jobsites or homes.**

A minimum pick up charge from our ZONE CHART applicable to the Zone of origin in the pick up plus applicable fuel surcharge will apply to all return pick up of material. The Stone Store must have notice within 3-4 days notice for a pick up or any return. Customer's will be issued a RA/CM(Return Authorization/Credit Memo) number. This number must be referenced with all sales orders and pick up authorizations.

**It is the customer's responsibility to provide proof of purchase.**

**No refunds will be granted without a receipt.**

**No refunds will be granted past 30 days of the customers original receipt.**

**Product Picked up by The Stone Store Truck:**

All material in full unopened pallets picked up by The Stone Store trucks will be subject to a 25% restocking fee plus a pick up charges and applicable fuel surcharge. When excessive labor is required for returned product, a charge of \$90.00 per hour will be applied. You will be issued a RA/CM (Return Authorization/Credit Memo) number and/or copy. The driver will produce a copy of the RA/CM upon pick up and the customer must sign the authorization.

## The Stone Store General Policies

**NO ALLOWANCE will be given after products have been installed. Our responsibility will not exceed our selling price of the merchandise to our customer. Also see Terms on Quotes and Sales Orders.**

Our estimating is a free service. When we provide an estimate, it is to the best of our ability. We take no responsibility for our estimating. It is the customer's responsibility to verify and or seek a second opinion before ordering.

All shortages, damages, product problems, or exceptions of any kind must be noted on delivery or brought to the attention of your salesperson or dispatcher within 24 hours of delivery.

Square feet and Cubic Yard per ton yields have been averaged to the best of our ability and there will be some variations for which we cannot be responsible.

Stone is a natural irregular product. There will always be small pieces on a pallet and a certain amount of waste must be added when figuring your job. These small pieces are NOT returnable. Due to the nature of our earth's product: color, exact sizing or special character requested cannot be guaranteed.

Special pricing is valid only if quoted by management personnel. Verbal quotes are NOT valid. Please ask for written quotes.

Sales tax will be charged on all applicable items unless a tax exempt certificate is on file in our accounting office.

Payment is cash, check, or credit card without an open Stone Store or Aggtrans Account.

Account Customers who wish to pay their account with a credit card will be charged a 3% surcharge fee.

All special orders must be paid for in advance and are non-refundable. Special orders are items that are not in stock but ordered or manufactured for a specific customer or project.

The Stone Store / Aggregate Transport, Inc. reserves the right to protect our mechanic lien rights on all open accounts.

We assess a \$35.00 charge on all returned checks.

**Prices are subject to change without notice.**

## The Stone Store Representative Responsibility

1. Assure customers are aware of all policy.
2. Determine if material is returnable under The Stone Store's current Return Policy.
3. If material is determined returnable and customer is in our store, issue the RA - CM (Return Authorization - Credit Memo). Determine if the customer will receive a Stone Store Gift Card, credit to credit card, check or credit to account.
4. If material is determined returnable and we are picking material up at the customers home or customers job site a RA - CM (Return Authorization - Credit Memo) number must be issued for the customer and given for the customers reference upon pick up.
5. Picking up material with an authorized RA - CM (Return Authorization - Credit Memo) number. The physical paperwork RA - CM must be given to the Dispatch Scheduler. The Dispatch Scheduler will schedule and instruct the driver accordingly. Dispatch Scheduler will coordinate with the sales rep. and customer for a timely pick up. The Stone Store drivers can not pick up material without a RA - CM in hand .