Timber/Hardware Product Return Policy

Surcharge for returned stocked products
A **20% handling fee** applies when Timco collects products from a customer site, while a **10% handling fee** applies when customers return products directly to a Timco yard. Hardware items generally do **not** incur a handling fee unless Timco collects them from site.

However, ALL stocked products returned in full must be in **resalable condition**, and items must have been purchased within the last **90 days** to qualify for a credit. Resalable condition requires the product to be free from damage, alterations, dirt, or weather exposure, and bundled items must be returned in their original bundled form.

For example, if a customer requests a pick-up of excess timber, they will first be charged the applicable **delivery fee** based on their suburb. Once the materials are returned to the yard and assessed, a **20% handling fee** will also be applied.

The delivery fee for pick-ups will **not** apply if Timco is already attending the site for another delivery (where a delivery fee has been charged) or for swap-overs that are Timco's responsibility.

Special Orders/Non-Stocked Products – non-returnable
All **special-ordered or non-stocked products** are **non-returnable** and **ineligible for credit**. This includes items such as specialised timber or beams, doors, skirting, and mouldings supplied by specific manufacturers or suppliers, which cannot be returned for credit.

Please speak with our Sales Clerk staff or refer to your Timco Pty Ltd customer quote for details on timber and hardware products that are classified as non-returnable.

IMPORTANT General Information for Returning Product

Damaged or missing items must be reported within **five (5) days** of delivery; otherwise, no adjustment or credit will be issued. All returned products must be in **resalable condition**.

Resalable condition means the product is free from scratches, nail holes, saw marks, dirt, or any other damage or alteration that differs from its original state. Products sold in bundles must be returned in their **original bundled form**.

If items are **non-returnable** or assessed as **not in resalable condition**, customers will be notified. These products will be held for **five (5) business days** for customer collection. After this period, items may be **disposed of at Timco's discretion**.

Return Notification
It is the **customer's responsibility** to notify Timco of any returns for credit. The **sales clerk or sales representative** who processed the original order should arrange the pick-up. If you are unsure who to contact, please call the sales service desk where the timber order was placed and provide your original invoice for reference.

Returning Stocked Products incurs a Pickup Delivery fee
To support efficient operations and maintain delivery schedules, **all stocked products returned for credit via a Timco pick-up** will now incur a delivery fee. The fee will appear on a separate invoice titled **"Delivery Fee"**, which will include the pick-up address details. Our pick-up delivery fee is the same as our standard delivery fee, which is calculated based on the suburb location relative to our timber yards.

If you prefer to return your timber and hardware products yourself to avoid a delivery fee, you must **notify us in advance**. Returns can then be made to Timco Pty Ltd between **7:30 am and 4:00 pm, Monday to Friday**, and **8:00 am to 11:30 am on Saturdays** *(Port Elliot branches only)*.

How to Prepare Product for Returns
Your cooperation is essential in helping our delivery truck drivers get back on the road promptly, ensuring we continue to make on-time deliveries. As part of our service, we can collect material returns directly from your worksite. To allow for safe and efficient loading, returned timber products must be on-site with easy access for the truck driver, clearly labelled for easy identification, protected from the elements, neatly stacked, separated by type, and placed on bearers for easy pick-up. Following these guidelines ensures the safety of our drivers while maintaining the original condition of the products.

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These are examples of acceptable and not acceptable returns:

ACCEPTABLE:

- Load should be properly stacked
- Load should be on bearers and accessible by crane

NOT ACCEPTABLE:

- Timber that are not stacked neatly
- Not accessible by our trucks or crane
- Non-returnable items
- Timber products have been exposed to weather and visually damaged