

# Return Policy

Effective: 1 April 2019

D&M values being a company that is easy to do business with. Returns is a service D&M provides to it's customers under the following guidelines.

- Purchased items may be returned within fifteen (15) days of receiving shipment.
- Installing, painting, staining, machining or any other modifications to the door or frame will make the item ineligible for return.
- Custom orders such as pre-hung doors and/or pre-finished (factory finish, painted, stained) doors can not be returned or refunded at any time.
- Special order doors slabs, hardware and millwork are not eligible for return.
- Stock materials sold in specified lengths that have been cut are not eligible for return.
- Returned products are subject to inspection prior to issuing a credit.
- Windows are not eligible for return.
- A 20% restocking fee will be charged on eligible items returned.
- D&M Industries is not responsible to walk a job site to find returned materials. All materials being returned must be located in an easily accessible location.
- D&M Industries will not pick up materials that have been modified, painted or stained.
- If a D&M employee (including a sales representative or delivery driver) is asked to pick up materials without a return authorization, the customer is placing the responsibility of documenting the goods being returned on D&M Industries and waives the right to dispute what is returned and the quantity. A product return form which can be used to document materials being returned can be found on the D&M Industries website at [WeSellDoors.com/Resources](http://WeSellDoors.com/Resources)
- It is an industry practice of shipping up to a 10% overage on items sold by the lineal foot and D&M will not issue credit on product to which this applies. In the case of custom made mouldings the percent may be increased to 20% dependent on the total footage ordered.

The returns process will be completed and a refund/credit on account issued within 5-7 business days after the items are received and inspected.

All items returned will have a statement of refund/credit issued. If a customer disagrees with a no-credit issued item, they may notify the Inventory Coordinator at 218-422-9504 or [Returns@WeSellDoors.com](mailto>Returns@WeSellDoors.com) within 5 business days after the credit invoice date of their disagreement and pick up the returned items at the Moorhead MN location. If the no-credit items are not picked up within 5 business days, D&M reserves the right to dispose of the items as it sees fit.

