



# EXTERIOR BUILDING PRODUCTS RETURN POLICY

Exterior Hotline: 833- 653-0486

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1. All returns must be within 30 days of the invoice date unless otherwise noted below.
  - A 30% Restock fee or \$150 (whichever is larger) will be assessed on all returned products where reason code for returns is: **NLN (no longer needed)**, **COO (customer over ordered)**, or **COW (customer ordered wrong material)**.
  - A 10% restock fee will be incurred on all cancellations of product that has been pulled, cut, or staged.
2. Customer must provide appropriate documentation including customer purchase order number and Sherwood sales order number for all returns and provide photo documentation.
3. Returns must be in sellable condition and kept covered while awaiting pick-up.
  - All items must be returned in the fashion in which they were shipped. All loose items must be banded or crated together to prevent damage or Sherwood truck drivers will refuse to pick up.
    - **Siding Products**
      - For all siding products there are no returns on special order items. Sherwood will provide documentation on all special-order items at the time of order to avoid confusion.
      - Siding products returned before 45 days will be assessed a 30% restock fee. Siding products returned before 60 days will be assessed a 35% restock fee.
      - No returns will be accepted over 60 days from invoice.
      - All accessories must be unopened to accept returns on all siding products.
        - **Everlast:**
          - Can only be returned in wrapped bundles by the manufacturer. Once the bundles have been opened items are deemed no longer re-sellable. Bundles contain quantities 8 pcs for horizontal siding and 6 pieces for B&B. Even if an item is sold by the piece returns are only accepted in bundle quantity.
    - **Decking Products**
      - For all Decking products there are no returns on special order items. Sherwood will provide documentation on all special-order items at the time of order to avoid confusion.
      - All accessories must be unopened to accept returns on all decking products.

- **MoistureShield:**
  - All composite decking must be banded or crated for return.
  - No returns on Vantage products
  - No returns on 2x material
  
- **Aeratis Porch Flooring:**
  - All PVC decking must be banded or crated for return.
  
- **PVC TRIM**
  - For all PVC products there are no returns on special order items. Sherwood will provide documentation on all special-order items at the time of order to avoid confusion.
  - All accessories must be unopened to accept returns on all PVC trim products.
    - **Ex-Cel:**
      - There are no returns on unwrapped PVC
      - Ex-Cel can only be returned in wrapped bundles by the manufacturer. Once bundles have been opened Ex-Cel products are deemed no longer re-sellable. Bundles contain varying quantities based on the dimensions of the SKU.
  
- **Railing**
  - For all Aluminum products there are no returns on special order items. Sherwood will provide documentation on all special-order items at the time of order to avoid confusion.
  - All accessories must be unopened to accept returns on all Aluminum products.
  - No returns on TRX vinyl railing
  - No Returns on glass products
    - **WESTBURY:**
      - Westbury Aluminum railing can only be returned in unopened boxed kits by the manufacturer. Once box kits have been opened Westbury products are deemed no longer re-sellable.
  
- **TYPAR House Wrap:**
  - For all house wrap products there are no returns on special order items. Sherwood will provide documentation on all special-order items at the time of order to avoid confusion.
  - All accessories must be unopened to accept returns.

- **NO RETURNS** on Thermally modified Wood, Stone Products, Metal Products, vinyl railing or under deck products.
  - Products include:
    - **Americana Products**
    - **ClipStone**
    - **PlyGem Stone**
    - **DSI Columns**
    - **Zip-Up Underdeck**
    - **TRX Vinyl Railing**
    - **TIVADEK PVC Decking**
    - **KWP Siding**

4. All returnable material must be present in the customer's yard banded or crated and ready for pick-up.

5. Customer delivered returns must be made on commercial flatbed vehicles, which can be serviced by forklift.

6. Special order cancelations are handled on a case-by-case basis and are subject to vendor restrictions. If vendor will not allow cancellation, then order **CANNOT BE CANCELED.**

7. Upon receipt at Sherwood Distribution center, items will be visually inspected and documented "deemed sellable" before credit can be issued.

*Sherwood returns policy is subject to change in the case of external factors.*