

MATERIAL RETURNS GUIDE

Your time on the jobsite matters. Sorted and staged returns make for a cleaner jobsite, faster credit and less hassle – here's what to know.

HOW TO REQUEST A RETURN

Follow these steps for a fast, hassle-free return:

01

Sort

Pull aside anything cut, nailed, written on, or with damaged packaging. No credit for these items – material refused at our yard will be disposed of.

02

Stack

Neatly on stickers or a pallet in a spot our forklift can reach.

03

Send Photos

Email or text your salesperson. We'll prep the return order and get your credit moving before we arrive.

04

We Pick Up

We confirm the date. Our driver arrives within 3 business days and handles the rest.

05

Inspection

All returns are inspected at our facility. Only material meeting eligibility standards will receive credit.

06

Credit Issued

Applied to your account within 6 business days. (Stock items)*

WHAT A RETURN LOOKS LIKE

Help us help you – staging material correctly means faster credit and helps avoid disposal fees.

✓ ACCEPTED



Neatly stacked on stickers, forklift-accessible

✓ ACCEPTED



Clean, dry material on runners, easy access

✗ NOT ACCEPTED



Scattered, mixed with debris – not acceptable

✗ NOT ACCEPTED



Unsorted pile with cuts & damage – not acceptable

*Material mixed with jobsite debris or submitted as part of a general cleanup effort may be refused and may be subject to labor or disposal charges.

RETURN ELIGIBILITY & TIMEFRAMES

Know before you stage.

RETURN ELIGIBILITY

- ✓ Unused material
- ✓ Resaleable condition
- ✓ No nail holes
- ✓ No writing or paint
- ✓ No cut ends
- ✓ Original packaging w applicable
- ✓ Clean and dry

Send your salesperson a photo – we're happy to advise whether a product is resaleable prior to scheduling a pickup.

RETURN TIMEFRAMES

- Stock items** **90 days** from delivery
- Special orders** **60 days** from receipt at Preston Feather

Special order timeframes run from **receipt at Preston Feather** – not delivery to your jobsite.

Do not delay – returns not initiated promptly **will not be credited.**

** Special order products are generally non-returnable. Restocking fees may apply. Should we be able to return a special order item to the vendor, credits may take 2-6 weeks to reflect on your account.*

**Made to Order products cannot be returned*

OUR COMMITMENT

We show up, we follow through.

Pickup scheduled within **3 business days** of your return request.

Credit issued within **6 business days** on qualifying stock items.

The faster you stage material to spec, the faster we close the loop for you and issue credit for resaleable products.



** We strongly recommend sharing this guide with your crew and subcontractors – when expectations are clear the whole process moves faster for your team.*