



Conditions of Sale & WoodHaven Policies

As always, it is the installers responsibility to perform an on-site take-off to assure proper lengths and quantities are ordered. If you have any questions, please give us a call.

Special order items are non-refundable. Special order items are products or materials that WoodHaven Log & Lumber does not stock as is. Anything that is prestained, hewn and all corners are considered special order.

Any non-stock items (special mill) require a \$350 set up fee plus material and shipping. If additional material is needed beyond original order an additional set up fee of \$350 would be required.

We require a 50% downpayment on all custom milled or custom stained products.

Prestaining – all material is to be paid in full before prestaining. Prestaining is a special order and is non-returnable. Removal of mill glaze is included in the prestaining process.

Manufactured in the United State of America.

Canadian customers will be responsible for broker fees and for all Canadian taxes and import fees. These costs will be prepaid to the broker before crossing into Canada. The actual cost will be determined as to inspections.

No returns after 30 days. All stock products that are returned must be in new condition. There is a 20% restock fee on all returned items and must have the purchase receipt.

Buyer is responsible to check quantities and to notify WoodHaven Log & Lumber of any discrepancies within 24 hours.

Customer is responsible to inspect product for damage when received, notify WoodHaven Log & Lumber and note any damage on the shipper. Any product that is damaged must be returned to WoodHaven Log & Lumber before a credit or replacement will be issued.

Please sign, date, and return acknowledging the above conditions of sale.

Signature

Date