



MATERIAL RETURN POLICY

Effective November 1, 2019, the material return policy for all customers of Design Supply, Inc. will be as follows:

- All materials must be returned in their original condition with ALL original parts
- Materials must be returned no later than 45 calendar days following date of delivery to customer
- Credit not guaranteed and must be approved by DSI, following return and inspection of materials.

Non-Stock / Custom-Order Materials:

- Wood Doors **No Returns**
- Hollow Metal **No Returns**
- Hardware Subject to supplier restocking policy, fee and credit approval
Minimum 40% Restocking Fee
- Toilet Acces. / Misc. Subject to supplier restocking policy, fee and credit approval
Minimum 40% Restocking Fee

Stock Materials:

- Wood Doors **No Returns**
Once a door has been prepped by DSI Wood Door Shop – material cannot be altered or canceled.
- Hollow Metal 35% Restocking Fee
- Hardware 35% Restocking Fee
- Toilet Acces. / Misc. 35% Restocking Fee

The material return policy applies to all materials except in a case of DSI error on approved customer orders.