



MATERIAL RETURN POLICY

Effective May 24, 2021 the material return policy for all orders and customers of Design Supply Doors will be as follows:

- No merchandise may be returned for credit without written approval.
- Materials must be returned **no later than 45 calendar days** following date of delivery of material to customer.
- Buyer is responsible for freight costs incurred to return the merchandise. Any product returned “freight collect” will be rejected.
- Due to the custom design and specifications, certain materials are not subject to return, as noted below.
- All materials must be returned in their original condition with **ALL** original parts.
- **Credit not guaranteed and must be approved by DSD, following return and inspection of materials.**

MATERIALS:

- Wood Doors **No Returns**
- Hollow Metal (Doors & Frames) **No Returns**
- Hardware **Minimum 55% Restocking Fee**
 - Non-Stock Items: Subject to supplier restocking policy, fee and credit approval
- Toilet Acces. / Misc. **Minimum 55% Restocking Fee**
 - Non-Stock Items: Subject to supplier restocking policy, fee and credit approval

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