

Williams Lumber Return Policy

Please Keep Your Sales Receipt

- All returns must be accompanied by sales receipt.
- Returned merchandise must be in original packaging, clean and in saleable condition.
- Returns must be made within 45 days from date of purchase.
- Sump Pumps, Kerosene Heaters, Power Tools and Power Equipment (i.e. GENERATORS, LAWN EQUIPMENT, CHAIN SAWS, POWER WASHERS, SNOW THROWERS, COMPRESSORS, ETC.):
 1. Returns **MUST** be made within 45 days
 2. Returns **MUST** be accompanied by original sales receipt
 3. Defective Items will be subject to testing by our Tool Repair Department. Refunds or replacement will be processed as per the warranty agreement from the Manufacturer.
- Items purchased during **emergency situations** (POWER OUTAGE, SNOW AND ICE STORMS, ETC.) ARE NOT RETURNABLE.
- Clothing that has been worn, washed and/or has had tags removed may not be returned.
- New York State law prevents us from taking toilet seats back if the box has been opened. The only exception is if the toilet seat is defective.
- All custom cut or tinted items (glass, copper, wire, paint, etc) may not be returned.
- Please take care in selecting special order items. Special Orders and non-stocked items are not returnable or refundable.
- All refunds will be made in the manner original payment was tendered; i.e., cash, check, credit card, or put on a charge account.

Any purchases paid for by check and have met the return policy criteria will have a check mailed to the customer after the check has cleared.

Exception: Refunds for returned merchandise paid for by cash in excess of \$50.00 will be refunded in the form of a check.