



SHIPPING, RETURNS, & CANCELLATIONS

Shipping & Delivery. Product is packaged/palletized in a warehouse and is intended to be offloaded by hand. The certified installation crew will offload the pallets from the truck.

(i) Damage to Product during shipping or receiving may occur. If Client notices damage upon delivery notify Big Timber immediately.

(ii) Delivery of Product shall occur to a PUBLIC street or other public right of way nearest to the Premises, as identified by the delivery company. Big Timber cannot guarantee, and is not responsible for, movement of the Product through the Client's private property between the delivery location and the building pad, except as specifically identified in these Terms and Conditions. Certified Installation does include movement of Product within 100 feet from delivery location, assuming there are no obstructions, steps, or significant grade changes along the travel path.

Returns. After shipment, Product may be returned to Big Timber only with the prior written authorization of Big Timber, and in Big Timber's sole discretion. If Big Timber authorizes a return, a return authorization number will be assigned to Client by Big Timber. Any returned Product shall be subject to a minimum restocking fee of 30% of the purchase Price. Client will also be responsible for all return shipping costs and labor to re-package any Product.

Cancellations. Cancellations may be made in writing to **Email:** support@bigtimberstructures.com within 48 hours of time an Order is received by Big Timber. Any cancellation made 48 hours or more from the time the Order is received by Big Timber shall be subject to a minimum \$1,500.00 cancellation fee plus any costs incurred by Big Timber related to the Order, including any design or material costs. Any approved refunds shall be processed within thirty (30) days from the date Big Timber receives, in writing, the Order cancellation request.