



Terms and Conditions of Sale

Thank You for your interest in LWI. We appreciate the opportunity to serve you. Please take time to read and understand our terms and conditions.

Order Processing

Pricing

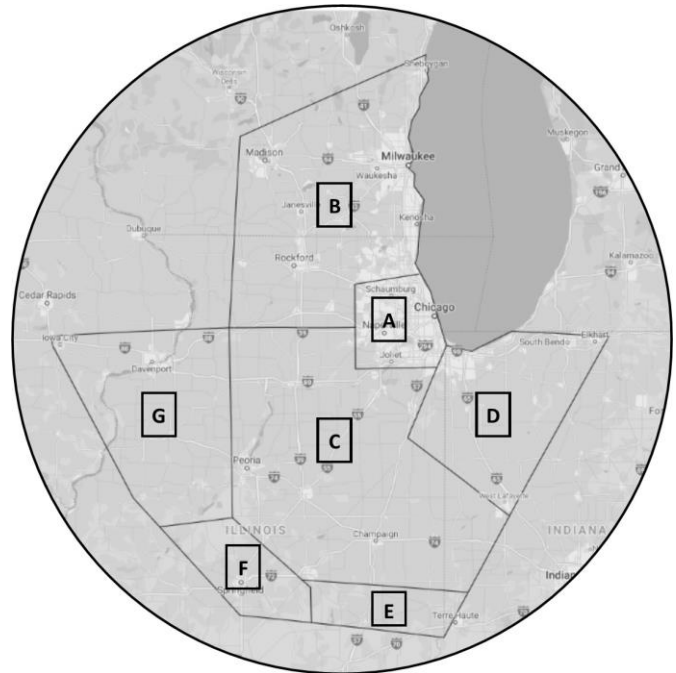
- Pricing is subject to change without notice and current prices are available from your sales person or can be found on Partnerview. Order acknowledgements for all orders will be faxed or emailed confirming order quantities and pricing. It is important to review acknowledgments as orders will be invoiced at the acknowledged prices. Corrected purchase orders may be required before the order is scheduled for shipment.

Shipping

- We offer scheduled delivery service to our dealers in our normal trading area. We reserve the right to ship orders via FedEx or Common Carrier. For material shipped following our regular delivery schedule, there is a minimum delivery requirement of \$750.
- Orders must be placed by noon the day before your scheduled delivery date. Orders placed after noon cannot be guaranteed to ship and may be pushed to your next scheduled delivery day.
- Delivery of warehouse orders of in-stock material must be taken within 10 days from the order date.

“In Season” Delivery Schedule

Zone A	M,W,F
Zone B	T,TH
Zone C	T,F
Zone D	W,F
Zone E	T
Zone F	F
Zone G	F





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Delivery Charges

- A minimal freight charge will be added to all deliveries. Orders under \$750 will be charged a \$75 delivery charge. At our customers request, we will ship orders of less than \$750 via FedEx or Common Carrier F.O.B. Montgomery.
- Freight charges from the manufacturer for shipments direct to our customers will be added to all invoices. All claims for shortages and damage on direct shipments must be made with the freight carrier.
- Jobsite Delivery available – contact us for a quote and required equipment.

Will Call orders

- LWI welcomes customer pickups between the hours of 7:30 am and 3:30 pm Monday through Friday excluding holidays, with a minimum of 1 hour processing time. We may ask for more time to pull larger or more complex orders. It is best to call to confirm an order is ready to be picked up prior to arrival at our warehouse.

Special Orders

- Special orders are unable to be cancelled once the order has been put into production or is in transit by the manufacturer. A Customer signature verifying order details will be required before the order is processed, and lead times quoted do not begin until that signature is received.
- Special orders are non-returnable.

Delivery Claims

- All shipments must be counted at time of delivery and any discrepancy must be noted on the delivery receipt. Concealed damage must be reported within 48 hours of the receipt of material.
- All claims for shortages and damage on direct shipments must be made with the freight carrier.



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Return Policy

Approval

- Prior written authorization is required for all return merchandise. Material must be returned in original undamaged packaging and must be resalable.
- The customer is responsible for proper storage and packaging of material until the material is picked up (next delivery to your company).
- Final determination of the materials condition will be made after the material is inspected at LWI.
- The driver has the right to refuse any returned merchandise he feels is not properly packaged for transportation back to LWI. Any damage that does occur during the return trip to LWI due to improper packaging will be the responsibility of the dealer.
- **Special Order (items not stocked at LWI) cannot be returned**
- **Drivers are unable to pick up return material without a LWI issued RMA.**

Restocking Charge

- Standard restock charge is 25%.
- No returns are allowed after 60 days from invoice date.
- Material not in 100% resalable condition, older than 60 days, or special ordered cannot be credited unless preauthorized.

Decking / Trim / Outdoor Products

- Outdoor products normally perform beautifully when installed correctly. However, these products are highly susceptible to damage if not cared for properly during the construction process. Dirt, scratches, and shading differences because of weather exposure are common conditions after product has been delivered to a job site and will cause the material to not be resalable. To receive credit, a product must be:
 - **Clean**
 - **Dry**
 - **In resalable condition**
 - **In original, resalable package**
 - **As a general rule of thumb outdoor products left exposed to the elements or delivered to a jobsite will usually not pass for credit.**



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Uncredited Returns

- We cannot accept returns of any product that we would not be willing to sell as new to you or any other customer. Material not credited will be reported to the customer within 48 hours and will not be returned to the customer location unless special arrangements are made with LWI. Additional delivery charges may apply.



Contact Us to Create a PartnerView Account:

- PartnerView is our online portal that give you product information, real time pricing and stock availability, and access to open orders, delivery dates, and accounting information. Contact us for more information or to set up your account.