



Far West Construction, Inc. DBA Far West Forest Products, (Far West)

PURCHASE & RETURN POLICY

April 2026

General

Natural wood products have unique characteristics and no two products will be identical. Naturally occurring variations in color, wood grain and physical properties are to be expected. It is the unique character of natural wood products which adds to their beauty and makes them distinctive.

Pre-Purchase Due Diligence

It is crucial to check all the details of your selected product before finalizing the purchase. It is extremely important to double check all dimensions, specifications and other information on the item detail page. Many of our measurements are approximate, so please contact us if you would like to confirm exact measurements or other details before you purchase.

Inspecting Received Product Shipments

Immediately inspect received shipments for any damage or defects. Do not accept the delivery if you determine the product has damage. Remove all protective wrapping and verify there is no concealed damage. If you see any sign of damage to the product, refuse the delivery, make a note on the waybill, and call Far West immediately. We will allow four (4) calendar days from the date you take delivery of your product to report any shipping damage to us. All sales are final unless damage is reported within four (4) days of delivery. If you won't be available to receive, you can reach out to us to delay shipment until you will be available to receive and inspect.

Far West will allow up to four (4) calendar days from the date you take delivery of your product to report manufacturing defects, wrong product shipped, or other problems with your order.

Reporting Incorrect, Damaged, or Defective Products

If you receive the wrong product or a product that has a defect that did not appear on the sales pages, contact us immediately utilizing the contact information provided on your order confirmation to review the problem with you. At our option, the material may be replaced or a refund issued.

Return/Exchange Freight Charges

Return and/or exchange freight charges for incorrect or defective products will be paid by Far West. Freight charges for other return types will be at our discretion.

Product Returns

If we request that you return a product, closely follow the instructions provided. You will be given a Return Material Authorization (RMA) approval or number and shipping instructions. Please do not return a product without an RMA number or written authorization. Return shipments without a pre-authorized RMA number or written authorization will be significantly delayed in processing. Do not ship the product with any carrier which is not authorized by Far West.

Products that have been used, cut, glued, or altered in any way will not be accepted for return.

Items sold "as is" may not be returnable. All products that are marked "All Sales Final" are final and are non-refundable. There will be no refunds or returns on custom cut items.

Non-Defective Product Returns

Changed your mind? No problem, just contact Far West in writing within 5 days of the date you take delivery to let us know of the return. (This does not apply to custom cut items. There will be no refunds or returns on custom cut items.) The return must be received within 20 calendar days after written notification of the return. You will be responsible for the shipping or return cost. Far West will accept returns of non-defective products and will charge your account, (or decrease your reimbursement) with up to a **20%** restocking fee. Contact Far West for an RMA approval or number and shipping instructions prior to returning any product or material. All non-defective/non-damaged delivery refusals are subject to a restocking fee and freight cost.

How long will my refund take?

Refunds take 10-15 days to be credited back to your account. The refund process will start once the product is received and accepted back into our inventory.

- We, Far West, will inspect your product within 7 days of when it receives your returned item to determine if it has been returned in the same condition it was in at the time of sale, is undamaged, unaltered and unused.
- The refund will typically be made using the original payment method. For credit card payments it may take 10 to 15 business days for a refund to show up on your credit card statement.
- If the product is damaged, altered or has been used and otherwise differs from its original condition at the time of sale, or you have initiated the return after 5 calendar days have passed since the delivery date, you will not be eligible for a refund.

Any return details not specifically discussed in this Purchase & Return Policy may be discussed and negotiated directly with Far West.