

## RETURN POLICY FOR TEAK LUMBER

### Eligibility for Returns:

- **Time Frame:** Returns must be initiated within 30 days of purchase.
- **Condition of Lumber:** Returned lumber must be in its original, rough sawn condition, unaltered and undamaged.

### Process:

1. **Notification:** Contact our customer service team to initiate a return.
2. **Verification:** We will verify the purchase and assess the lumber's condition upon receipt.
3. **Approval:** Returns are subject to approval based on our assessment.

### Refunds:

- Upon approval, a refund will be processed to the original method of payment.
- Please note that a restocking fee may apply, and original shipping costs are non-refundable.

### Exclusions:

- Custom orders or specially cut sizes are non-returnable.
- Lumber sold as part of clearance or special promotions may be subject to different return conditions.

### Customer Responsibility:

- Customers are responsible for return shipping costs.
- We recommend using a trackable shipping service for return shipments.

### Contact Information:

- For any questions or to initiate a return, please contact us at (360) 688-9575 or via email at [info@flowerworldusa.com](mailto:info@flowerworldusa.com)