

ANITA SUPPLY CENTER'S RETURN POLICY

We ask that you take the time to read and review the following.

We appreciate your understanding.

As of January 13, 2025, Anita Supply Center is implementing a return policy for both stock and special order items. It is important to note that not all items are returnable under this policy. To offer you the best possible service, we will make every reasonable effort in support of returning merchandise originally purchased from Anita Supply Center (ASC).

General Policy

- We ask that any returned products be in resellable condition.
 - This requires the product to be free from defects that distinguish it from its original form.
 - For ASC to resell the product as new, the packaging and product need to be uncompromised. Things to look for include: water marks and/or damage, rips, tears, punctures, scratches, dirt/grime, nail holes, saw marks, or warping. If a product can be made resellable through cleaning, please do so prior to submitting a return, as cleaning and/or repackaging is not the responsibility of ASC Staff.
 - Returned goods will be accepted within 60 days of their arrival to Anita Supply/ASC, unless noted otherwise on the invoice.
 - Return credits will be issued based on invoice cost
 - A 25% restocking fee may be applicable. You will be notified if this is the case.
- For customers returning product(s) back to ASC, please ensure that products are packaged and securely palletized so that it can be safely transported to ASC.
- Due to their perishable or custom nature, the following products are not considered returnable:
 - Product not stocked at the ASC location.
 - Any non-packaged or open packs of products.
 - Product noted as non-returnable on the original invoice.
 - Discontinued or Closeout items.

Stock Items Returned to Store

- Once the merchandise is brought back to the store/warehouse, the merchandise will be inspected based on the aforementioned regulations.
- Returns for stocked items with valid proof of purchase will be exchanged or refunded in full as the original form of payment unless a 25% restock fee is applicable. You will be notified if this is the case.

- **Transactions used by:**
 - House/charge accounts will be credited to the account.
 - Products will be returned at the original amount of purchase.
 - Credit card sales will be returned to the same card used to make the original purchase.
 - Cash sales may be refunded with either cash or check, depending on the dollar amount of the refund.
 - Note: If a cash sale is not refunded within 60 days, store credit will be issued.
 - Gift card sales will be refunded as store credit.

Special Order (SO) Products

- Special Orders are defined as products that are not stocked in our store and are ordered specifically for your projects. Oftentimes these include Custom-made items (i.e. windows and doors) Under most circumstances, these are NOT returnable, however there are a few exceptions when an SO item can be returned back to the store or vendor. These instances are subject to our vendor(s) return policies and always include a restock fee.
 - If credit is available, it will be refunded to you after we receive credit from the vendor.
 - Note: Any freight or added fees will not be refunded.
- Steel orders are NOT returnable
 - Steel panels purchased from ASC are not returnable.
 - **Exception:** Anita Supply Center does stock a few selected colors of various trims and screws that can be returned, but a restocking fee will be applied. If ASC does not stock the color you ordered, the product is not returnable.
- Exceptions can be made when materials are not made/ordered to specification or arrive defective/damaged.

Returns From A Delivery

- For a return that is to be picked up by one of our drivers, a return form **AND** pictures of the undamaged product need to be submitted BEFORE a pickup can be scheduled.

- Driver is unable to accept any material not listed on the return paperwork.
- For the sake of safety and efficiency, we ask that any product(s) that are to be returned be prepared prior to a Anita Supply Team Members arrival:
 - Materials should be collected and in one easily accessible location
 - Products must be easily identifiable.
 - Products should be protected from the elements (covered), neatly stacked, separated by type and size, and placed on blocking for easy pick up by our forklifts.
- Should your product not be properly prepared or available at the time of pick up, the original return will be cancelled. Please resubmit the return request when the product is available at your location and properly prepared for shipment.
 - A fee may be applied due to having made multiple trips to complete your return. Please verify your return is properly packaged and in a location our driver can pick up the products easily to avoid additional fees.
- Our driver can refuse to pick up any product that does not meet our safety and quality standards.
- Should any discrepancies arise during our receiving process, you will be contacted by a Customer Service Representative.
- Once the product has been brought back to ASC, depending on the type of product, the same transaction terms apply as those stated within the special orders or stock items section.
 - Generally, returned product that does not meet integrity standards will be disposed of without credit. We acknowledge the impact this may cause, thus we'll provide appropriate information and offer product recovery before this action is taken.

OUR THANKS

Thank you for your continued support in choosing to partner with Anita Supply Center.

Policy Review:

This policy is reviewed periodically and updated to maintain optimal customer service and operational efficiency.