**Limited Return Policy for Shou Sugi Ban treated Lumber**

**Effective Date: January 1, 2025**

Thank you for your purchase of Shou Sugi Ban treated lumber. We take pride in our products and strive to provide high-quality materials. Please review our limited return policy below:

**Returns and Exchanges:**

1. Eligibility:

Returns are accepted within 30 days of the original purchase date.

Products must be in their original, unused condition, with all packaging and tags attached.

1. Non-Returnable Items:

Custom or special orders

Items that have been altered, modified, or treated after purchase

Products damaged due to improper handling or installation

**Return Process:**

To initiate a return, please contact our team through our website with your order number and reason for the return.

Our team will provide detailed instructions for returning eligible items.

**Shipping Costs:**

Customers are responsible for return shipping costs unless the return is due to an error on our part (e.g., incorrect item sent, defective product).

Original shipping fees are non-refundable.

**Refunds:**

Once the returned item is received and inspected, we will notify you of the approval or rejection of your refund.

If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within 14 business days.

**Exchanges:**

We currently do not offer exchanges. If you wish to exchange an item, please return the original item and place a new order.

**Disclaimers**

Shou Sugi Ban treated lumber is a natural product; variations in color, texture, and grain pattern are part of the character of the wood and do not constitute defects.

Minor defects or imperfections that do not affect structural integrity are not grounds for a return.

Thank you for choosing our Shou Sugi Ban treated lumber.