



RETURN POLICY

- Pioneer Millworks guarantees its products against defects in workmanship.
- We withhold the right to replace any material that is found to be defective.
- Defective product is defined as **product that does not meet Pioneer Millworks grade standards.**
- Non-defective 'standard' products are subject to a **20% restocking fee.**
- Non-defective returns **must be in their original packaging** in order to be accepted, and the **value must exceed \$1,000.** 'Custom' products may only be returned at Pioneer Millworks' discretion.
- All returned product must be shipped with freight pre-paid.
- Following their return the product will be inspected in order to establish that it meets Pioneer Millworks original grade specification.
- Once this has been established a refund will be made within 30 days.
- Shipping costs will only be reimbursed on defective goods returned under warranty.
- Our return policy is limited to the 30 days after receipt of the product by our customer.