

## Payment, Return, and Refund Policy

### **Mentor Lumber & Supply Co. » Payment, Return, Refund Policy**

#### Payment Types Accepted

Online: Visa, Mastercard, Discover

In-store: Visa, Mastercard, Discover, Check, or Cash

#### Returns

Minimum 20% Restocking Charge levied on all returns. Special Order Merchandise can not be cancelled or returned without penalty. All returned material must be in clean and re-sellable condition. All returns are subject to approval from Mentor Lumber & Supply and their Vendors before a refund will be considered.

#### Refunds

Refunds will be issued in the same manner that they were originally paid for. Refunds for Special Order returns will not be issued until Mentor Lumber & Supply has received credit from their Vendors.