

Hedberg Aggregates Inc. Policy on Product Returns

These policies pertain to Hedberg Aggregates, Inc. and its subsidiaries, Hedberg Landscape and Masonry Supplies and Aquatic Addiction.

Hedberg Aggregates, Inc. considers product returns to result from one of three possible occurrences.

1. Quality issues
2. Order processing or shipping errors.
3. Customer accommodations.

Product Quality Issues:

While it is always our intention to ship only quality merchandise, we realize that off quality product may occasionally be shipped unintentionally. We will rectify product quality problems as quickly as possible with minimal inconvenience to a customer. However, we reserve the right to verify that a true quality problem exists and not just a difference of opinion. In the event of a return due to quality issues, we will first verify the complaint through any means necessary with the final decision being made by an authorized Hedberg Aggregates sales representative. We realize that verification of the complaint may take time and we are prepared to ship replacement product as soon as possible. The suspect product may be returned later, if verified, or not returned if the complaint is not verified. In instances involving verified complaints, Hedberg Aggregates will bear the return freight expenses, if applicable.

Order Processing and Shipping Errors:

Requested returns, as a result of order processing or shipping errors, will be handled immediately in a manner that minimizes the expense and inconvenience of the customer. If the customer is in agreement, Hedberg Aggregates will consider the option of discounting the material rather than having it returned. Hedberg Aggregates will bear the return freight expenses, if applicable.

Customer Accomodations:

Returns requested by the customer based on no fault of Hedberg Aggregates will not automatically be accepted although there will be instances in which it is appropriate to consider some requests. After reviewing factors including but not limited to inventory levels, space, pending purchase orders for similar material, and the customer's credit status, a determination to accept or deny these requests will be made. Restocking fees will apply. No accommodation returns will be accepted for non-stock, special order or custom made products.

Hedberg Aggregates will accept returns within 90 days of original invoice date from any Hedberg store in compliance with the following policies. Hedberg Aggregates does not accept returns after 90 days.

Policy on Customer Product Returns at Customer Jobsites and Returns to Hedberg Yards

We do not provide credits for or accept returns of sand, gravel, decorative rock, glacial boulders, rip rap, mulch, bagged products (including color and cement products) or any installed products.

Credit will be given only for products purchased from Hedberg Aggregates or its subsidiaries according to the applicable product return policy. **It is the customer's responsibility to provide proof of purchase.**

Returns of Concrete Pavers & Retaining Wall Block:

Concrete pavers will be accepted for return only in full unopened pallets, full bands or full layers.

Full unopened pallets of pavers and retaining wall block returned to Hedberg yards are subject to a 10% restocking charge.

Full unopened bands or full unopened layers of pavers returned to Hedberg yards are subject to a 20% restocking charge.

Partial pallets of retaining wall block returned to Hedberg yards must be palletized separately by color, style and sizes and are subject to a 20% restocking charge.

Any pallets returned with mixed colors or styles on the same pallet will not be issued credit. Circle patterns are returnable only in full pallets. Fan patterns are not returnable. Victorian Square packages are returnable in full layers only. We will not accept returns of any pavers or retaining wall block that we do not normally stock.

Returns of Palletized Landscape Natural Stone Products:

These policies apply to natural stone decorative boulders and outcroppings, border stone, natural retaining wall stone, flagstone, steppers, and natural stone steps found in Section 15 of this catalog.

Full unopened pallets returned to Hedberg yards are subject to a 10% restocking charge.

Partial Pallets returned to Hedberg yards will be subject to a 25% restocking charge. Partial Pallet returns will be accepted only if the stone is clean, usable (no large amounts of small pieces), and palletized separately by type and style. All of these conditions must be met to qualify for credit. Credit will be issued for returnable stone only.

Returns of Other Landscape Products:

All other landscape products defined as returnable in our policies and returned in original resalable condition are subject to a 10% restocking charge. No credit will be given on any products that are not in original, resalable condition.

Pick Up Charges for Products Returned at Customer Jobsites

A minimum pick up charge of \$95.00 plus applicable fuel surcharge will apply anywhere in the metro area with 3-4 days notice.

A minimum pick up charge of \$140.00 plus applicable fuel surcharge will apply anywhere in the metro area with less than 3 days notice.

The minimum pick up charge applies only if material is palletized by the customer and set curbside for easy pickup by a Hedberg boom truck. Pickups must be curbside and ready unless prior arrangements have been made. Any additional labor for pickup will be charged at \$80.00 per hour, for all Hedberg product.

Policy on Customer Product Returns at Customer Jobsites and Returns to Hedberg Yards (continued)

All Masonry returns picked up by Hedberg Aggregates are subject to pick up charges as follows:

Pick Up Charges for Products Returned at Customer Jobsites

A minimum pick up charge of \$95.00 plus applicable fuel surcharge will apply anywhere in the metro area with 3-4 days notice.

A minimum pick up charge of \$140.00 plus applicable fuel surcharge will apply anywhere in the metro area with less than 3 days notice.

The minimum pick up charge applies only if material is palletized by the customer and set curbside for easy pickup by a Hedberg boom truck.

Pickups must be curbside and ready unless prior arrangements have been made. Any additional labor for pickup will be charged at \$80.00 per hour for all Hedberg product.

Returns of Masonry Products:

Open manufactured stone products, open natural stone thin veneer boxes or open natural stone thin veneer pallets are not resalable and therefore are not accepted for return or refund. No returns or refunds will be given on any non-stock or special order products.

Product returned by Customer to Hedberg:

All 4" veneer returned to Hedberg yards in full, unopened pallets will be subject to a 10% restocking charge. All 4" veneer returned to Hedberg yards in other resalable condition will be subject to a 25% restocking charge. When excessive labor is required for returned product, an additional charge of \$80.00 per hour will be applied.

All other returnable masonry products returned in resalable condition to Hedberg yards will be subject to a 10% restocking.

Product Picked up by Hedberg Truck:

All 4" veneer in full unopened pallets picked up by Hedberg trucks will be subject to a 10% restocking fee plus a pick up charges and applicable fuel surcharge. All 4" veneer picked up in other resalable condition will be subject to a 25% restocking charge plus pick up charges and applicable fuel surcharges. When excessive labor is required for returned product, a charge of \$80.00 per hour will be applied.

All other returnable masonry products picked up by Hedberg trucks will be subject to a 10% restocking charge plus applicable pickup charges and fuel surcharges.

Definition of Resalable Condition of Masonry Products

Clean, uncut product. Free of mortar, glue, sheetrock mud, etc. Boxed material must have proper quantities. No small pieces. Must have full range of color and no mixed stone types.

Policy on Non-stock and Special Order Items

Definitions:

Non-Stock Item: Any item which either does not appear in the current version of the product catalog or appears and is marked as non-stock (#). Items that are stocked at one yard and not another are considered to be stocked items.

Special Order Items: Any item which either does not appear in the current version of the product catalog and/or is created by Hedberg Aggregates or its subsidiaries or a third party vendor specifically for a customer.

Policy on Non-Stock and Special Order Items:

Since these products are created and/or purchased by Hedberg Aggregates and its subsidiaries specifically for your project, you will be invoiced for it at the time of your order. **These products are non-returnable and non-refundable. It is your responsibility to make your customers aware of this policy.**

All non-stock items and special order items must have a Non-Stock or Special Order Confirmation form completed. Some special orders may require downpayment.

Non-stock, special order concrete items, such as pavers and retaining wall, are sold in full pallet quantities only.

No refunds are available for any made or cut to order products

Policy on Stone & Concrete Purchases:

Due to the nature of Natural stone, concrete products (pavers, wall block, manufactured stone) and clay brick, which will vary in color and may have surface irregularities such as fossils, quartz seams, etc, the product that we provide may not match our samples exactly. These characteristics are the natural beauty of stone that add uniqueness to each piece and project. It is your responsibility to make your customers aware of these facts.

No refunds are available for any made or cut to order products.



HEDBERG AGGREGATES CORPORATE OFFICE

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NON STOCK & SPECIAL ORDER CONFIRMATION

CUSTOMER NAME: _____

Thank you for placing your order today for a product we either don't normally stock, or a product that is being made especially for your project.

The product you ordered today is described below:

JOB NAME: _____

Quantity Ordered

Description

Additions (___ Page(s) of description attached)

Your special order will be ready by approximately _____.

Please carefully review the above quantities and descriptions. If for any reason the above quantity or description is not what you ordered, please call your sales person immediately so we can make whatever changes are necessary while it is still possible.

We feel it is important to remind you of our policy on special orders and that policy is as follows:

Since this product is being purchased or created by us especially for your project, once you have ordered it and it is shipped or created, it has been purchased by you.

PLEASE CHECK ONE:

- Cash sales will need to be paid for in full prior to your order being created (or ordered) **and this order is non-returnable and non refundable.**
- If you have an open account with Hedberg Aggregates, you will be invoiced prior to your order being created (or ordered) **and this order is non-returnable and non-refundable.**

Should your customer change their mind after ordering, it is your responsibility to make them aware of this policy. Should a situation occur which is out of your control, after the product is paid for, we will do everything possible to help you resell this product and recoup as much as possible.

Again, we thank you for placing this order and stand ready to help you, our customer.

SALES PERSON: _____ DATE: _____ PHONE NUMBER: _____

CELL PHONE _____ FAX _____ E-MAIL _____

CUSTOMER SIGNATURE: _____ DATE: _____

Revision Date _____