

Return Policy

At Liberty Cedar Inc. we pride ourselves on being the leader in supplying high quality interior and exterior lumber at very reasonable prices. To ensure a smooth transaction please review our policy:

Order Quantity: Please note purchaser is responsible for all quantities ordered. Please confirm quantities with your contractor and/or installer. We cannot be held responsible for overage or shortage errors.

Delivery Schedule: Schedule installation after receiving the product. We are given an estimated time of delivery. Freight costs are not included in product pricing but will be expressly stated on any quote. Freight costs are non-refundable except in case of total loss. Buyers that cancel their orders after product shipment will be responsible for freight costs, handling and crating costs, restocking fees and labor incurred with said order.

Inspection/Claim: At time of delivery, please inspect shipment for damage and/or missing items. Document any damage or missing products on shipping documents before signing. There is a limited time to make claims. Contact us within 48 hours of delivery via telephone so we can address concerns in a speedy manner. Please note, the freight company may need additional documentation and/or photos. If there is damage DO NOT install or make any changes to the product as this constitutes acceptance.

Return Authorization: We do not accept unauthorized returns. We make every effort to satisfy our clients. Liberty Cedar Inc. may, at its option, allow a return. An approved return will be assigned a Return Authorization Number required for shipment. Any return shall be at the Buyer's sole risk and expense to include freight to and from supplier and a restocking fee of 20-25% dependent upon product. Return shall be affected only upon actual delivery to Liberty Cedar Inc. of return products in same condition as they were delivered to the carrier by Liberty Cedar Inc. for original shipment to Buyer. Credits are subject to the prior satisfaction of any and all past due monies owned to Liberty Cedar Inc. Services performed including packaging and crating are non-refundable. All sales of custom items, including custom millwork and priming are final. No returns will be accepted on leftover product. We do not accept unauthorized returns.