

## IMPORTANT POLICY UPDATES & DISCLOSURES

- **Effective March 1, 2021** - **\$25 pallet break fee** for purchases that require a staff member to split materials under a full pallet quantity. This is a non-refundable charge.
- No returns on special order, palletized, individual stones or bulk materials; **ALL SALES ARE FINAL**. Products that are broken or damaged **AFTER** being loaded or transported from our facility are not refundable. We make no warranty regarding the suitability of any of our products or materials for their intended use. We do not produce or manufacture any of these products and therefore cannot guarantee the nature of them will be suitable for each individual application.
- A 50% security deposit is required to order material. This security deposit is NON-REFUNDABLE on special order/non-stocking items. Balance will be due in full 5 days after it is delivered to our yard or upon pick up delivery, whichever comes first. No exception. We have no control over the lead time for materials to be delivered and we cannot control product availability delays from our suppliers.
- Returns on pavers are subject to manager's approval, must be in the original, unopened packaging and undamaged. Partial or open pallets are not accepted. No returns or refunds on special order colors. Up to a 25% restocking fee may be assessed at our discretion.
- Any returns accepted will be valid for in store credit only, not cash or credit card. **Store credits expire on December 31<sup>st</sup> of the same calendar year if unused.**
- All delivery is quoted to the curbside and customer assumes responsibility for any damages beyond that point.
- We gladly offer tailgating of stone at no additional charge, but it is subject to the final approval of the driver on site. Any loads that are deemed as unsafe for tailgating per the driver will be dumped in a pile. If a load is refused by the customer, the delivery fee will still be charged.

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- If you order stone over the phone or online, please make certain that you are familiar with the product or visit our office before ordering. Orders that are refused or that a customer decides is not what they wanted are NON-REFUNDABLE. If ES & M must pick up any materials there is an additional charge for the machine to load it, the labor crew (if applicable) and truck time to haul the material off site. NO EXCEPTIONS.
- Our staff is happy to help estimate the material needed for your project. However, our estimates are only as accurate as the information that is provided by the customer/contractor. We make no guarantee if the order is not sufficient for the project or if the quantity exceeds the job needs; ES & M does NOT install, we do NOT provide machine/grading services, we do NOT fill potholes when tailgating stone, we do not provide onsite visits or consultations. It is strongly recommended that the customer hire a licensed contractor for such assistance.