

Loading and Securing Merchandise

A customer electing to pick up products from Triune Management Inc. is responsible for providing a safe and adequate vehicle for transportation and assume full responsibility for pick up and transportation of merchandise.

Triune Management Inc. is not responsible for damages occurring to vehicles while loading. If equipment or machinery is in use, the customer is required to stand at least ten feet away from the operation of any such equipment or machinery and to otherwise exercise diligence to protect themselves from harm.

Product Accuracy Verification

To ensure inspecting all merchandise are pick up on time. It is clients' responsibility to inspect and verify the type of merchandise purchased, quantity, model number, color and verify all labels on the wood product to ensure accuracy prior to leaving the store.

Any differences between the customer's choosing and the purchased merchandise as reflected upon the sales receipt must be determined prior to leave the premises and a manager must be notified.

By signing your receipt at the time of pick up. your signature will constitute your agreement that your order has been received in full and that it is accurate. Once you have left the premises, no exceptions will be made

Return Policy

Triune Management Inc. understands the importance of choosing the right product for your project. If you are not satisfied with your purchase, simply return the merchandise to Triune Management Inc. within 7 days of purchase with a valid receipt.

All return products must be undamaged and in a resalable condition.

All returns must be original packaging.

25% restocking charge on all APPROVED return items with the original packaging.

Assembled products are not returnable.

Your refund will be processed by the same method of payment from your original purchase or store credit.

The customer will responsible for all shipping costs associated with any return.

Please Read Carefully

Once a product has been assembled, the product cannot be returned. Triune Management Inc. is not responsible for product defect or damage, property damage or lost labor costs due to faulty assembly and/or installation. Claims for damage or shortage must be made upon receipt of the product. Thoroughly inspecting all products before installation as use will constitute acceptance.

For more information, please contact our customer service.

Cancellation

Orders canceled prior to shipping can be canceled without penalty. If you decide to cancel an order, please call our customer service immediately at 306-221-0310. The hours are weekdays from 8:30 am to 4:30 pm. Once an order has been loaded and is in route to the shipping address, Triune Management Inc. will charge all applicable shipping fees as part of the return. The customer is fully responsible for all outgoing and return shipping costs.