

## PEMBROKE STOREFRONT

📍 790 West Bacon Street, Pembroke, GA 31321

🕒 Monday - Saturday | 9:00 AM - 5:00 PM

☎ 912.653.0665

🌐 [www.storehousesalvage.com](http://www.storehousesalvage.com)

## CLAXTON WAREHOUSE

📍 18 S Claxton Ave, Claxton, GA 30417

🕒 Monday - Saturday | 8:00 AM - 4:00 PM

☎ 912.216.3226

🌐 [www.storehousesalvage.com](http://www.storehousesalvage.com)

## POLICY AND PROCEDURES

### DAMAGED AND DEFECTIVE ITEMS:

Storehouse Pembroke's Primary Goal is to Provide Exceptional Customer Service to each and every customer. In the event, Items purchased and/or Special Ordered were received with Damage, Defects, or Incorrectly, please do not hesitate to contact a Customer Service Representative to receive a resolution.

### PRICING DISCLAIMER:

Pricing for All Materials within Storehouse Pembroke are listed in US Dollars and are Subject to Taxes specified by State and Local Laws. Customer's who have presented Valid Tax Exemption Paperwork will be accompanied at purchase. Paperwork that is provided will stored for Record-Keeping Purposes. Bryan County's Tax = 8%.

### SHIPPING POLICY:

Storehouse Pembroke DOES NOT offering Shipping Services.

Material(s) that have been Special Ordered will need to be Paid in Full before the order is placed. Any additional fees that may occur are also the Customer's Financial Responsibility. Storehouse is NOT responsible for any carrier issues that may occur. Storehouse does not guarantee merchandise to be delivered on or by a specific date.

### SPECIAL ORDER POLICY:

Special Orders begin production immediately upon order placement. Due to the Items being Specially Ordered - Changes, Cancellations, Returns, and Refunds can not be made.

When a Special Order is ready for pickup, the designated Department Manager will contact you to Schedule a Time and Day that is convenient for the customer.

Inquires on Order Status are permitted and encouraged! Please contact your Sales Representative for updates.

All Special Orders will be Scheduled for Pickup at the Claxton Warehouse.

### DOOR ORDER PROCEDURE:

Storehouse Pembroke's strives to produce Quality Doors within a Timely Manner for Superior Customer Service. When purchasing a Door that is Not Available for Same-Day Pickup at the Storefront Location, an order will be sent to the Door Shop to be built. Once the order is fulfilled, a Scheduling Coordinator will contact you to set up an appointment time to pickup.

Due to the Increased Demand in Exterior and Interior Doors, please contact your Sales Representative for accurate Lead Times.

All Door Orders will be Scheduled for Pickup at the Claxton Warehouse.