

PEMBROKE STOREFRONT

📍 790 West Bacon Street, Pembroke, GA 31321

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

☎ 912.653.0665

🌐 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

POLICY AND PROCEDURES

PICK UP POLICY:

Customers can pickup purchased product at any time within 15 Business Days during the Storefront or Warehouse's Hours of Operation.

STORAGE POLICY:

Storehouse Pembroke offers a Free Storage Service for up to 15 Business Days after purchasing the material(s). If purchased material is present after the 15 Business Day period, a Storage Fee will be issued to the customer of \$10/DAY. A Storage Fee will also be applied to any orders that are partially picked up.

All Storage Fees MUST be Paid in Full before the Release of Material(s) are issued.

Storehouse Pembroke is NOT responsible for any damages or losses of the material(s) that are stored.

If material(s) are not picked up after 90 Days, items will be returned to inventory. The customer will not be eligible for a refund.

RETURN POLICY:

Storehouse Pembroke accepts all returns of material(s) that have been unopened, unused, or unaltered. A Full Refund or Exchange are of eligibility if material(s) are returned in the required state within 15 Business Day of the Original Purchase Date. If a Refund is issued, Monetary Funds will be returned to the Original Payment Source.

Returns received after the 15 Business Day Grace Period may be accepted at the discretion of a Storehouse Pembroke Manager. A monetary refund will not given, but issued to the customer's account via "Store Credit". A 15% Restocking Fee will be issued for all material(s) returned after the 15 Business Day Grace Period.

Returns and/or Exchanges are Not Accepted if the material(s) are classified as Final Sale Items, Discounted Items, Special Order Items, Clearance Items, Promotional Items, or Floor Displays. Items that have Been Installed or returned without the Original Packaging will also Not Accepted.

VEHICLE DAMAGE WAIVER:

Storehouse Pembroke offers a Free Loading Service to All Customers and Vehicles.

Storehouse Employees are Trained and Instructed to Load each customer, whether by Hand or Forklift, that prioritize Safety and Avoid Unnecessary Risks.

Storehouse Pembroke is NOT Liable or Responsible for any Damages to Your Vehicle during the Loading Process. This includes Overloading (Tires, Axels, and/or suspension of the Vehicle/Trailer) and Strapping or Securing Material(s) of the Vehicle/Trailer. Damage of Material(s), Vehicle, and/or Trailer after material(s) have left the Place of Business are No Longer Storehouse's responsibility. This includes the following items of the Vehicle or Trailer: Windows, Truck Beds, and Tailgates.

Customer assumes All Risk of Damage to His/Her Vehicle and/or Trailer.

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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.

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CABINET PRODCEDURE:

Storehouse Pembroke offers the option to purchase Cabinets by Flat-Packed (Unassembled) or Assembled at No Extra Charge.

FLATPACKED CABINETS:

In choosing to purchase Flat-Packed; note that these cabinets are Unassembled requiring the customer to assemble them. Due to these cabinets not having to be assembled, there is a quicker Lead Time to pickup. Please ask for your Sales Representative for accurate updates on picking up.

ASSEMBLED CABINETS:

In choosing to purchase Assembled, there is not an additional fee added for assembly. Due to the increase in Assembled Cabinet Orders, please contact your Sales Representative for accurate Lead Times on picking up.