

# Jobsite Package

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WATS (800) 228-0290  
<http://www.lbrspec.com>



*A Leading Distributor of Structural Building Components*

717 Holm Avenue  
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Story City, Iowa 50248

Fax: (515) 733-2085

Phone: (515) 733-4311  
WATS (866) 241-5766  
<http://www.lbrspec.com>

## **WARNING**

*Installation Information Enclosed: Failure to follow enclosed installation instructions may endanger personal safety and property.*

## **ADVERTENCIA**

*Informes de instalación incluyó; negligencia obedecer las instrucciones de instalación puede en peligro su propiedad y seguridad personal.*

### *Enclosed:*

- *Lumber Specialties credit/back-charge policy (on reverse)*
- *I-Joist installation guide*
- *BCSI-B4 (Construction loading)*
- *Joist placement plan (when needed)*
- *Supplemental details (when needed)*

*Special Notes:* \_\_\_\_\_  
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## ***LUMBER SPECIALTIES CREDIT/BACK-CHARGE POLICY***

**In an attempt to provide the best possible service and product to you, our customer, I ask you to please read and become familiar with our policy on product return, credit and back-charges.**

- é *Any damages must be reported immediately and reported on the delivery receipt.*
- é *It is the responsibility of the contractor, builder, framer, etc. (the buyer) to inspect and determine usability of the products upon receipt. If a problem is noted, Lumber Specialties guarantees customer satisfaction as long as the product was built from the correct prints or original prints with written change orders. If you experience a problem, contact us by our toll-free WATS number at (800) 228-0290 within 24 hours of discovery of the problem.*
- é *Upon notification and verification of an error or defect in our product (not attributable to weather), a written authorization to return the product, alter or modify it, will be issued by Lumber Specialties.*
- é *Credit will be issued upon receipt of product authorized for return and/or for the amount agreed to between Lumber Specialties and the "buyer" for alterations or modifications that are approved in writing. Credit/back-charges will be for an amount not greater than the cost of the product and will not include payment for lost time, pay, or earnings.*
- é *A **restocking fee of 25%** will be assessed for any material returned, providing material is resalable and not a special order item.*
- é *This credit, when/if issued will be considered as partial payment, or credit, against the buyer's next purchase of Lumber Specialties product. "Stock" inventory returned in an unsalable condition is not eligible for credit, nor special order items.*
- é **Once installed, the product is considered accepted and under no circumstances will a back-charge be accepted or a credit issued.**

*If you have any questions concerning the policies Lumber Specialties has written, please call me at (800) 228-0290.*

*Sincerely,*

*Dennis J. Westhoff  
Vice President Sales*