

Policy on Pallet Returns, Sorting or Picking of Products, and Refund Eligibility

Policy on wooden pallets, one ton bags, baskets, or wire crates returns:

We will gladly refund any pallet, bag, basket, or crate deposits made at the time of purchase provided the item returned is in good, reusable condition only. The pallet, bag, basket, or crate must have been charged the deposit fee from one of the Hedberg Aggregates subsidiaries and it is the customer's responsibility to provide proof of paid deposit.

Boulder Creek pallet deposit charges are \$15.00 per pallet. (#17100)

All other pallet deposit charges are \$12.00 per pallet. (#13400)

One ton bag and basket deposit charges are \$16.00 per bag or basket (#13401)

Wire crate deposit charges are \$150.00 per crate. (#13402)

Some wooden crates do not require a deposit. Hedberg Aggregates and its subsidiaries will accept the return of such pallets at a disposal cost to the customer of \$3.00 per pallet. (#13496)

Time consuming sorting or picking of specific product:

An extra hourly charge of \$80.00 per hour may be added for sorting, picking, or selecting products for customers when to do so will take an excessive amount of time or effort. The decision of whether an extra charge is necessary will be made by the Branch Manager, Operations Supervisor or Transportation Manager.

Customer eligibility for a refund:

It is the customer's responsibility to provide proof of purchase.

No refunds will be granted without a receipt.

If original payment was made via:

Cash or Check: Eligible refunds will be paid by check within 12 business days.

Credit Card: Eligible refunds will be credited to the card used for the original purchase only.

Note: although Hedberg promptly processes all credit card refunds, the actual time it takes for a customer to receive the refund on their credit card account is dictated by the customer's credit card company.

Hedberg Charge Account: Eligible refunds will be credited to the same Hedberg Charge account used for the original purchase only.