



F3 TIMBER TECHNOLOGIES

CONSTRUCTABILITY AT WORK

F3 Timber Technologies Return Policy

We strive to ensure your satisfaction with every purchase. If you need to return an item, please review our policy below:

Eligibility for Returns

- Items must be returned within **30 days** of the delivery date.
- The product must be in **its original packaging** and in unused, resalable condition.
- Items must be stored in a controlled environment before return to prevent damage, **which includes being stored indoors with a maximum relative humidity of 50%.**
- Custom or special-order items are **non-returnable**.

Restocking Fee

- All eligible returns are subject to a **20% restocking fee**, deducted from the refund amount.

Return Process

1. Contact our customer service team at **form.fit.function@f3timbertech.com** to initiate a return.
2. Securely package the item in its original packaging.
3. **Customers are responsible for shipping the items back (including all shipping costs)** to our warehouse at Seaside Solutions:

1388 Cliveden Ave, Delta, B.C. V3M 6K2

Hour of operations: 8am - 4pm

Dock number: Any door 17, 18, 19.
4. Once the item is received and inspected, a refund (minus the restocking fee) will be issued to the original payment method.



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We reserve the right to deny a return if the item is damaged, improperly stored, or not in its original packaging. In such cases, **the item will be returned to the customer at their expense.**

Outstanding Payments

- If a return is requested but the original payment has not yet been received, a new invoice will be issued to cover the applicable restocking fee and return processing costs.

For any questions, please contact us at **form.fit.function@f3timbertech.com**