



Product Return Policy

Pastway Planing Limited will replace any treated wood product that is deemed as unacceptable by the dealer as outlined below:

Upon receipt of Pastway product and provided the bundle has not been opened, we will replace any bundle the dealer is not satisfied with and issue a full credit for the returned bundle. We would ask the dealer to inform Pastway at time of delivery if the truck is not returning to set aside suspect material. Pastway will make arrangements for return on the next delivery.

Acceptance of a lift indicates that the material received is in good condition. If however, upon opening a lift, unacceptable characteristics are found to exist, i.e., excessive wane, wormholes, splitting, etc., the dealer is asked to set aside and notify Pastway. Upon verification Pastway will pick-up suspect material and give full credit of the original purchase price.

To assist the dealer to dispose of pressure treated cull material (after attempts through normal means): Pressure treated cull material developed due to twisting and/or checking (excluding 1x6) that is unfinished, in full length or dimension identified as Pastway product may be returned. After verification a credit of \$200.00/m will be applied.