UNIQUE
WOOD PRODUCTS

STORE POLICIES & TERMS OF SALE

Review all policies before placing your order.

CRAFTED IN-HOUSE · SERVICE-DRIVEN · TRADE-PROVEN

COUNTER & ORDERING

1. Counter Service Only

All orders must be placed at the sales counter. No unsupervised access to the warehouse or yard. A staff member must escort you if materials need to be viewed prior to ordering.

2. Account & PO Requirements

Have your account number or company name ready at the counter. A valid Purchase Order (PO) number is required on all invoiced account orders. Orders without a PO will be held until one is provided.

3. Price Quotes

All quoted prices are valid for 30 days from the date of quote unless otherwise stated in writing. Material costs are subject to change without notice.

PAYMENT

4. Payment Terms

Payment is due upon receipt unless a credit account has been established in writing. We accept cash, check, ACH/wire transfer, and approved credit cards.

5. Check Clearing Policy

Personal and business checks are held for 7 business days to clear before order release or refund processing. No exceptions.

6. Returned Checks

Returned checks are subject to a $35 fee. Accounts with returned checks may be placed on a cash-only basis at our discretion.

7. Custom & Special Order Deposits

A 50% non-refundable deposit is required to initiate all custom fabrication or special-order items. Remaining balance is due prior to pickup or delivery.

RETURNS & EXCHANGES

8. Return Window & Condition

Returns are accepted within 30 days of purchase with the original receipt. Items must be in original, unopened, resalable condition — free of dirt, damage, and jobsite exposure. Items returned visibly soiled, used, or weathered will not be accepted regardless of receipt.

9. Restocking Fee

All returns are subject to a minimum 25% restocking fee and/or service charge. No exceptions.

10. Non-Returnable Items

The following are non-returnable under any circumstances: custom orders, cut-to-length items, special-order materials, OEM flooring moulding, adhesives, glue, stain, setting materials, tools, and saw blades.

11. Flooring Returns

Flooring returns are subject to each manufacturer's individual return policy, which varies by brand. Minimum return quantities, eligible SKUs, and restocking requirements will be determined at time of return based on the manufacturer's current terms. A minimum 25% restocking fee and/or service charge applies to all flooring returns. Items must be unopened and in original packaging.

12. Damage & Shortage Claims

All shortages or damages must be reported within three (3) business days of receipt. Claims filed after this window will not be honored. Refunds are processed within 10 business days after inspection and approval.

SALES TAX EXEMPTION

13. Exemption Certificate Required

Tax-exempt customers must provide a valid Texas Sales and Use Tax Exemption Certificate (Form 01-339) prior to invoicing. Tax will be collected if a current certificate is not on file at time of sale.

Texas law requires exemption certificates be retained on file for a minimum of four (4) years.

GENERAL POLICIES

14. Clearance & Discounted Material

All sales are final on clearance and discounted items. No returns or exchanges.

15. Inspect Before You Leave

Inspect all materials at the counter before loading. Installation or transport constitutes acceptance of the product as received. Claims cannot be accepted once material leaves our facility.

16. Substitutions

If your exact item is unavailable, no substitution will be made without your verbal or written approval.

17. Right to Refuse Service

Unique Wood Products reserves the right to refuse service to any individual or account at our discretion.

18. Policy Updates

These policies apply to every order placed at the UWP yard, 9915 Tanner Road, Houston, TX 77041 — NW Houston / Tanner Rd, our one location. Management reserves the right to update these terms at any time. Current policies are posted at the counter and at uniquewoodproducts.com.

Trade accounts by application. Standards enforced for the protection of all clients.