

Return Policy & Terms and Conditions



Our Return Policy

- Any lumber purchased by a customer that has been cut, milled, or otherwise altered is not eligible to be returned. This includes lumber that has been milled by Parkerville at the request of the customer
- Unused or uncut lumber can be returned to Parkerville within 30 calendar days for a refund.
- Unopened items purchased from our showroom may be returned to Parkerville within 30 calendar days for a refund.
- Customers returning items that do not have the original receipt will be issued a store credit in lieu of refund.
- All returned items are subject to a 5% restocking fee.
- Any item purchased from Parkerville that is specifically ordered at the request of the customer (“Special Orders”) are not eligible to be returned, unless the item is inherently defective.

Our Terms and Conditions

- Our lumber is sold by the board foot.
- We will cross-cut and sell a portion of longer boards if you are looking for short pieces, provided that the remaining length of board is eligible for resale. There is a \$5 cut charge to buy a portion of a board. No charge for rough cutting if you are buying the whole board.
- While we try to maintain an up-to-date online price list; however, prices are subject to change without notice.
- Special orders for lumber or sheet goods are priced according to market and may be more expensive than what’s available in our existing inventory.
- Our lumber is sold in an “as is” condition. While Parkerville strives to purchase lumber that is of the highest quality, some of our hardwoods or softwoods may contain irregularities common to lumber such as checks, cracks, spalting, among others.
- Basic milling services, such as crosscutting, jointing or planing can be provided to our customers. The cost milling services is based on our standard shop rate, charged in fifteen (15) minute increments. Your lumber purchase is tallied before milling is started.
- Some jobs or orders, based on their size or complexity, may not be able to be completed same day. In those cases, we will provide you with a sales order and the job can be processed through our milling production queue.
- The Connecticut State Sales tax is applied to all sales. Commercial customers reselling Parkerville goods or services and non-profits must provide Parkerville with a valid Connecticut State Sales & Use Tax Resale Certificate.