

May 18, 2023

Dear Valued Customer,

Product returns are by special allowance at our discretion and would be subject to the following terms listed below.

**Effective Thursday, May 18, 2023**, the following terms apply:

1. Re-stocking fees are 20% of invoice.
2. Only full packages in original bags with stickers are accepted, not loose/individual pieces.
3. Any freight and/or shipping charges are paid by the customer.
4. Only undamaged products are accepted.
5. All returns must be approved in advance by FastPlank® Systems Inc. and are not guaranteed.

Thank you for your time and attention to this matter.

Kind regards,

FastPlank® Systems Inc.

**FastPlank® Systems Inc.**  
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Calgary, AB T2C 2G8

**Account Inquiries**

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**Order Desk**

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