



July 1, 2025

Dear Valued Customer,

Thank you for your continued support. Please note that all returns and exchanges for **FastPlank® products**, manufactured by Engage Building Products, are subject to the following terms effective **July 1, 2025**:

1. **Only material purchased within 30 days** of the original invoice date is eligible.
2. **Returns are accepted for manufacturer defects only**, reported within 72 hours of receipt and shipped back within 30 days. Prior written approval required.
3. **Products must be in full, unopened packages** with original labels and packaging. No loose pieces accepted.
4. **ColorMatch® and custom-painted products are final sale.**
5. **Customer is responsible for all freight/shipping costs** related to returns or exchanges.
6. **Unauthorized returns will be refused and returned** at the customer's expense.
7. **Items must be securely packaged.** Engage is not responsible for damage during return transit.
8. **A 20% restocking fee** applies to all exchanges.
9. **Engage reserves the right to deny returns/exchanges** that do not meet these conditions.

To initiate a return or inquire about eligibility, please contact:

Siobhán Hertil

National Channel Sales Manager
Siobhan.Hertil@engagebp.com

Thank you for your cooperation.
Engage Building Products