



January 13, 2026

Dear Valued Customer,

Thank you for your continued support.

Please note that all returns and exchanges for **EasyTrim Reveals®** 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 for return consideration.
2. Returns are accepted **for manufacturer defects only**, which must be reported within **72 hours of receipt** and shipped back within **30 days**. **Prior written approval is required.**
3. Products must be returned in **full, unopened packages** with **original labels and packaging**. **No loose pieces will be accepted.**
4. **ColorMatch®** and all custom-painted products are final sale and non-returnable.
5. **All 7/16" and 1-1/4" EasyTrim profiles are special-order items and are non-returnable.**
  - Exceptions apply **only** in the case of **damage upon arrival**, supported by **clear photographic evidence provided within 72 hours of delivery.**
6. The customer is responsible for **all freight and shipping costs** related to returns or exchanges.
7. **Unauthorized returns will be refused** and returned to the customer at their expense.
8. Items must be **securely packaged**. Engage Building Products is **not responsible for damage incurred during return transit.**
9. A **20% restocking fee** applies to all approved exchanges.
10. Engage Building Products **reserves the right to deny any return or exchange** that does not fully comply with these conditions.

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

**Siobhan Hertil**

National Channel Sales & Corporate Development Manager  
[Siobhan.Hertil@engagebp.com](mailto:Siobhan.Hertil@engagebp.com)

Thank you for your cooperation,  
**Engage Building Products**