

### How to return or exchange material purchased from KOTT

- Contact our Order Desk to schedule the pickup of the material
  - **In Ottawa:** 613.838.2775 or [kottorderdesk@kottgroup.com](mailto:kottorderdesk@kottgroup.com)
  - **In the GTA:** 905.642.4400 or [klu-ccr@kottgroup.com](mailto:klu-ccr@kottgroup.com)
- We will require a full list of the material that is being returned, as well as a photo of the material stacked in an organized manner on top of crossers
- Please make sure to stack the material in a location that is accessible by our forklift
- There is a 20% re-stocking fee for any returned material, regardless of the lumber estimate provided by your Sales Rep (lumber takeoffs are estimates only)
- Please note that there is a pick-up fee *each time* our truck needs to pick up material at your site
- There are no returns on any custom-manufactured or special-order products