

By submitting a deposit or full payment on a quote or invoice, the client agrees to the following terms:

**1. Deposit & Payment**

- A minimum deposit of 50% is required to begin machining of wood if machining services are needed.
- Full payment is required prior to the handover of the wood.

**2. Custom-Machined Wood**

- Refunds and returns are not applicable on custom-machined wood.
- Wood that has been custom-machined to the client's specifications is non-returnable and non-refundable, unless the machining process itself contains defects.

**3. Delivery**

- Delivery of the wood can be arranged, with costs calculated based on the distance to be traveled.
- GLM Wood Supplies will not be held responsible for any damage to the wood if a third-party courier or delivery service is used by the client.

**4. Post-Delivery Modifications**

- Once the wood is delivered to the client, no returns or refunds will be accepted if the wood is altered or manipulated by the client or their agents. This includes, but is not limited to, actions such as drilling, cutting, nailing, treating, or painting.

**5. Receipt of Goods**

- Upon receiving the wood, the client must sign a delivery note acknowledging the condition of the wood as being satisfactory.

**6. Reporting Issues**

- If any issues arise with the wood upon delivery, the client must notify GLM Wood Supplies within 24 hours from the time the wood leaves our facility.
- GLM Wood Supplies cannot be held responsible for changes in the wood's shape or cracking beyond this 24-hour period, as we cannot guarantee that the wood has been stored or handled correctly after leaving our premises.

**7. Wood Treatment Advice**

- We strongly recommend that wood be treated appropriately for its intended use within 48 hours of delivery from GLM Wood Supplies to help prevent cracking and shape changes.

Wet-off Saw wood retains higher moisture content and may experience shape changes or cracking as it dries if left untreated.