

NBH Merchandise Pick Up Policy

Effective January 11, 2008

In an effort to serve all of our customers better, Natural Built Home has implemented a Merchandise Pick Up Policy for all orders shipped to our store at 4020 Minnehaha Ave in Minneapolis.

Insulation

From the day of purchase, customer has one week to pick up their insulation order. Fee schedule for pick up delays is as follows:

Days 1-7: Customer will incur no charge

Days 8-14: Customer will incur a warehouse fee equal to 5% of the material value

Days 15-21: Customer will incur an additional warehouse fee equal to 5% of the material value

Days 22 and beyond: Customer will incur an additional daily warehouse fee equal to 5% of the material value for each day the material is left in the warehouse past 21 days.

All other orders

For all material orders, customers will have two weeks to pick up their order, beginning the date that they are notified that the order is available at Natural Built Home. Fee schedule for pick up delays is as follows:

Days 1-14: Customer will incur no charge

Days 15-21: Customer will incur a warehouse fee equal to \$50

Days 22-28: Customer will incur an additional warehouse fee equal to \$50

Days 29 and beyond: Customer will incur an additional daily warehouse fee equal to \$50 for each day the material is left in the warehouse past 28 days.

Please plan accordingly to pick up your orders so you can avoid warehousing fees. If you have any questions about Natural Built Home's Merchandise Pick-Up Policy, please ask an Eco-Associate.

Sincerely,

The Natural Built Home Staff



Safe for you. Sustainable for your planet.