BUILDIT
MATERIAL EXCHANGE

WHERE EXCESS MEETS ACCESS

Pickup and Shipping Policy Sheet

What vendors need to know about fulfilling orders on BuildIt.

Revision 1 - 11/17/2025

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Overview

- BuildIt is a marketplace platform only.
- Vendors are responsible for all pickup and shipping arrangements.
- Vendors must provide clear pickup details and respond to buyers within 2 business days.
- Buyers an vendors must coordinate directly once a purchase is made.
- BuildIt may step in only if a vendor is unresponsive or fails to fulfill an order.

Pickup Policy
Vendors must follow the steps below.

Required Pickup Information
Vendors must include:
- Full pickup address
- City and state
- Days and hours available for pickup
- Special instructions (yard hours, dock access, equipment)
- Contact method (phone or dashboard messaging)
- Pickup location must match the location in the listing.

Vendor Responsibilities After a Sale
After an order is placed:
- Contact buyer within 2 business days.
- Offer at least two reasonable pickup time options.
- Have the material ready and accessible.
- Assist within reason at pickup.
- Store purchased items safely until pickup.
- Notify BuildIt if buyer does not respond within 5 days.

Pickup Readiness Requirements
Vendors must ensure:
- Items are at the stated address
- Materials are accessible
- Items are bundled or organized if sold as a lot
- Loading equipment available if normally provided
- Vendors may specify "Buyer must bring loading help". if that is required

Buyer No-Shows
If a buyer does not arrive:
- Vendor must attempt to reschedule at least once
- Notify BuildIt if buyer remains unresponsive
- BuildIt will determine refund or extension
- Vendor must not relist itme until BuildIt autorizes cancellation

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Shipping Policy

Shipping is optional and handled solely by the vendor. BuildIt does not arrange or guarantee shipping.

Allowed Shipping Methods

Vendors may use:

- UPS, FedEx, USPS
- LTL freight carriers
- Private courier
- Vendor-arranged delivery

Vendor Shipping Responsibilities

Vendors must:

- Package item securely
- Choose appropriate carrier
- Pay or charge for shipping as stated
- Provide tracking information
- Ensure shipment matches listing
- Handle damage claims with carrier
- Shipping cost information must be included in listing if offered.

Freight and Oversized Items

For heavy or oversized items, vendors must disclose:

- Availability of forklift/loading help
- Whether residential delivery is allowed
- If liftgate service required
- If palletizing fees apply
- Buyers must be informed before purchase.

Condition at Pickup or Shipment

Item must match listing exactly, including:

- Dimensions
- Quantity
- Condition
- Photo evidence

Differences may result in refunds, listing removal, or account review.

Communication Requirements

- Vendors must respond within 2 business days
- Update buyers promptly about delays
- Notify BuildIt if buyer is unresponsive

Repeated communication issues may result in account restrictions.

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Disputes and Problem Orders
If buyer reports an issue, BuildIt may request:

- Photos
- Communication logs
- Documentation

BuildIt may issue refunds or take action based on evidence.

Items Not Picked Up

- If buyer does not pick up:
- Vendor notifies BuildIt
- BuildIt contacts buyer
- BuildIt may cancel and refund after reasonable attempts
- Vendor must not relist until cancellation confirmed

Prohibited Shipping Situations

- Vendors may not ship:
- Hazardous or explosive materials
- Liquids in damaged containers
- Items prohibited by carriers
- Materials in unsafe packaging

Best Practices

- Provide clear pickup instructions
- Label palletized materials
- Confirm buyer arrival window
- Take pre-shipment photos
- Use stretch wrap for loose items
- Use corner protectors for sheet goods
- Communicate professionally

Policy Compliance

- BuildIt may suspend or terminate vendors who:
- Provide inaccurate pickup information
- Do not respond to buyers
- Miss communication timelines
- Ship incorrect items
- Cause repeated disputes

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Changes to These Terms

BuildIt may update these Terms and Conditions at any time. Continued use of the site after changes are posted means you accept the updated Terms.

Contact Information

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