



**TO HELP EXPEDITE YOUR ORDERS**

**Print and save for future use and reference**

**JOB INFORMATION**

To better serve you, please provide the following with each order.

FROM: AUTHORIZED BUYER'S NAME \_\_\_\_\_ DATE \_\_\_\_\_  
 COMPANY NAME \_\_\_\_\_  
 PURCHASE ORDER NUMBER (if any) \_\_\_\_\_ Dolan's Account Number \_\_\_\_\_

FAX TO DOLAN'S ACCOUNTING DEPT: 925-926-1020  
 OR EMAIL TO: AR@dolanlumber.com

**Jobsite Street address** \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**General Contractor** \_\_\_\_\_  
 Street address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**Owner's Name** \_\_\_\_\_  
 Street address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**Sub Contractor** \_\_\_\_\_  
 Street address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**Construction Leader** \_\_\_\_\_  
 Street address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

We appreciate your business and look forward to providing you with excellent customer service. If you have a question regarding products, please contact your Dolan's Sales Representative. Always happy to help.

## HELPFUL INFORMATION

### Dolan's Locations:

**Concord Home Improvement Center & Lumberyard: 2231 Monument Blvd., Concord, CA 84520 – 925-686-1734**

**Pinole Home Improvement Center & Lumberyard, 990 San Pablo Ave., Pinole, CA 94564 – 510-724-8753**

**Walnut Creek Window & Door Showroom, 2750 Camino Diablo, Walnut Creek, CA 94597 – 925-927-4662**

**Burlingame Window & Door Showroom, 1410 Broadway, Burlingame, CA 94010 – 650-401-3500**

**Window & Door Warehouse, 1106 Landini Lane, Concord, CA 84520 – 925-798-8790**

**Window & Door Installation, PED Construction, 1140 Erickson Rd., Concord, CA 94520 – 925-520-3702**

**Dolan's Door Shop. 1129 B, Landini Lane, Concord CA 94520 – 925-798-3367**

**800-936-5267**

### Answers to Frequently Asked Questions

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#### ESTIMATES & ORDERING

- 1. How do I start an order?** There are several ways to initiate an order. You may visit one of our stores and receive excellent assistance in person. If you are a returning customer in our system, you may call any location to place an order for will-call or delivery. Alternatively, send an email to [sales@dolanlumber.com](mailto:sales@dolanlumber.com) with your materials lists and request an order or estimate. Include project questions if you like. We will respond promptly.

#### PICK-UPS & DELIVERY

- 1. Which locations offer delivery?** Both of our Home Improvement Centers and Lumberyards serve as essential hubs for Dolan Lumber. The Concord facility acts as the primary shipping and receiving center catering to orders from Concord, Walnut Creek, Burlingame and some Pinole requests. Our Pinole store offers delivery services. Feel free to contact either location for prompt delivery of your orders.
- 2. Where do I pick up my special orders?** Special orders for lumber or other building materials can be picked up at our main store in Concord unless otherwise specified. For most special orders related to windows or doors, pickup is available at our Concord Warehouse. Monday through Friday from 7:00 am to 4:30 pm. **Please note:** The Concord Warehouse does not accept cash but will accept credit cards for any remaining balances on pickup. In the event the Concord Warehouse is closed, please visit our Concord main store on Monument Boulevard.
- 3. Special order materials purchased at our Pinole location:** can also be picked up at the Pinole store. When ordering, please tell your Sales Representative where you would like to pick up your materials. Most special orders placed at Pinole are shipped directly to Pinole. On request, the remaining orders can be transferred to Pinole for pickup.
- 4. I received my delivery, but some items were missing. What do I do?** For lumber or other building materials orders, please contact our main Concord location at 925-686-1734. Let us know what's missing and our team will promptly investigate to resolve the issue. If your order pertains to windows and doors, please call the Concord Warehouse at 925-798-8790 and follow the same procedure. Having your sales

order number available is greatly appreciated and allows us to quickly access your order details. For deliveries made by our Pinole location, please call 510-724-8753 and follow the same process.

5. **Where is Dolan's receiving department?** Our Concord campus operates two receiving departments. Lumber and building materials are received at our main store on Monument Boulevard. Window and door-related items are typically received at our Concord Warehouse on Landini Lane. Special order materials are received at our Pinole location on San Pablo Avenue. Please confirm with your sales representative the specific destination for your shipment.

### MERCHANDISE RETURNS

1. **What is your product return policy?** Stock (non-special order) items are eligible for return within two weeks of the original purchase date, providing they are in resalable condition. We reserve the right to assess items' condition for resale. Returns are subject to approval and not guaranteed. You may return your product to our yard where our staff can verify the original purchase and process refunds if applicable. **Please note:** Special orders cannot be returned for refunds.
2. **Where do I return lumber and hardware?** For all returns, please bring the items back to the original purchase location. If you are returning lumber, kindly speak with one of our yard staff members to obtain the necessary paperwork for processing at the main store.
3. **What if I don't have a receipt?** To locate your account in our system, we require your name and phone number. Your purchase history is stored in your account profile. If the item was purchased under a general cash account and not an individual or specific account, please have your receipt handy.
4. **Can I get a copy of my lost invoice?** All invoices are digitally archived in customer profiles. Original purchasers or confirmed representatives may request past invoices at any time. For any invoice inquiries, please reach out to our Concord store.
5. **How do I remove buyers that I have authorized on my account?** Email [AR@dolanlumber.com](mailto:AR@dolanlumber.com) with your account change requests.
6. **Someone used my account who is not on my authorized buyers' list. What do I do?** Call Dolan's corporate office at 925-926-1030.

### DOOR SHOP QUESTIONS

1. **What is a DOOR MATCH?** We match the hinge and lockset locations from an existing door to the new door so the new door can be placed in the existing frame. This allows the updating of a home without the cost and labor of removing existing frames to install a pre-hung door.
2. **What is a PRE-HUNG DOOR?** This is a door that is hung in a frame. This is most common in new construction or remodels where the existing frame needs to be removed and replaced.
3. **What is a DOOR FRAME?** This is the jamb material around a door opening. The door will swing on hinges attached to one side of the frame while the door will latch to the other side. Some door frames will also include a sill or threshold at the bottom of the frame.
4. **What do I need to do if I want a DOOR MATCH?** If you decide that a door matching is best for you, collect the measurements (width, height and thickness) of all the doors you would like matched. A Dolan Lumber Sales Associate can help you select a door style of your choosing. After selecting and purchasing your new doors, you will be given a Match Date. On or before the morning of your Match Date, bring in all your old doors with all hardware removed. You will receive a phone call when your new doors are ready for pickup.

5. **Where do I pick up my new doors?** Pickup at our Door Shop on Landini Lane in Concord. Hours are Monday through Friday from 7:00 am to 3:30pm.
6. **What if I want my new doors delivered?** Dolan Lumber offers a convenient and affordable delivery service.

**If you have other questions, please contact your Dolan's Sales Representative.**