



Returns & Cancellations Policy

Purchaser is responsible for confirming the order accuracy and contacting us immediately with any discrepancies or changes. All orders are fulfilled as soon as they are placed. Once an order has been fulfilled the ability to change or cancel the order is not guaranteed.

If you need to cancel an order, please call us immediately. Order cancellations must be initiated over the phone. Orders cancelled prior to being shipped will be assessed a 10% non-negotiable cancellation fee. Orders canceled after being shipped will be assessed a 20% non-negotiable cancellation fee plus any associated actual freight charges, which typically differ from the invoiced amounts for freight.

If you need to return an order, you may return and/or exchange unopened and resalable cartons of flooring. Items must be returned within 15 days from delivery. Some restrictions apply. Orders returned will be assessed a 20% non-negotiable restocking fee plus any associated actual freight charges.

We will accept returns on entire orders and partial orders with a 4 carton minimum. If you have fewer cartons, keep them in storage as extra material is handy for future repairs.

Your responsibilities include, but are not limited to:

- Applicable cancellation or restocking fee.
- Associated actual freight costs, which may be different from invoiced amounts.
- Preparing material for successful return transit.
- All costs for items returned without prior written authorization, including refused shipments.

Non-Cancellable and Non-Returnable Items

- Flooring accessories: molding, trim and/or transition items.
- Installation materials: adhesives and trowels.
- Underlayment.
- Cleaning materials.
- Clearance and Odd Lot products.
- All Name Brands and Special Order items

Refunds:

All refunds will be processed within 15 days of return confirmation and will be refunded to the original method of payment. If you paid with cash your refund will be issued with a check and mailed via USPS.

Missing & Damaged Items Policy

Missing Items:

There are occasions when an order is shipped from multiple locations and will arrive at different times. Tracking notification emails will list all items included in each shipment. In the event that material is missing from a single shipment NOTATE the delivery receipt and call us immediately to report the situation.

Damaged Items:

Our freight carriers are selected through stringent guidelines for service and quality. If you have a concern regarding delivery, please let us know. Out of our total orders placed and shipped, we only receive 1.2% (actual percentage) in claims initiated by customers.

In the rare occasion that you receive damaged material, please:

- NEVER refuse a delivery. Refused deliveries incur additional costs and decrease the chances of getting a resolution in a timely manner. Refused deliveries are also subject to costs outlined in the [Returns & Cancellations Policy](#). Any damages from refused deliveries are non-refundable, and because it was refused, would not be notated on the delivery receipt. We are not responsible for ANY costs associated with a refused delivery.
- NOTATE the delivery receipt. If damages are not notated on the delivery receipt, you will be responsible for filing a freight claim with the carrier directly
- DO NOT DISCARD the damaged material. By law, once reported, the damaged material is the property of the carrier and they have 120 days to decide if they wish to inspect, pick-up or discard the material. The freight carrier is responsible once the product leaves our possession.
- NOTIFY us immediately. You have 15 days from product delivery to acknowledge a claim. Refer to our [Claim Policy](#) for details.

