



# FLOORING RETURN POLICY

**Effective 2/14/2025**

**Only stocking items from non-C.O.D. are eligible for return. Returns must be requested within 60 days of the original invoice date. The restocking fee is 25% of the invoiced amount of the product being returned with a minimum \$75 restock fee.** Returns will be canceled if not returned within 2 weeks of approval. Truck drivers and warehouse personnel are not authorized to accept return of opened, damaged, or otherwise non-sellable material. Final credit is subject to inspection and count when received into our warehouse. Credit will be processed within 7 working days of the return to our warehouse.

## **Hardwood, Laminate, LVT, SPC, WPC : 2 Pallet Max**

- Only stocking items may be returned.
- Full / Unopened / Undamaged cartons only.
- Discontinued / Special Order / Non-Stock items may not be returned.

## **Porcelain Tile : 2 Pallet Max**

- Only stocking items may be returned. Must be 10 cartons or more of the same dye lot.
- Full / Unopened / Undamaged cartons only.
- Discontinued / Special Order / Non-Stock items may not be returned.

## **Rubber Base :**

- Only stocking Rubber Base colors may be returned.
- Full / Unopened / Undamaged cartons only.
- Discontinued / Special Order / Non-Stock items may not be returned.

## **NON-RETURNABLE ITEMS:**

**Items purchased on C.O.D., non-stock items, commercial products, residential sheet vinyl, adhesives, rubber transitions, and carpet cushion.**

**PLEASE CONTACT YOUR MIDWEST SALES REPRESENTATIVE FOR FURTHER INFORMATION.**