

# Policy on Customer Courtesy Returns

May 1, 2008

\*RETURNS WILL BE ACCEPTED 60 DAYS AFTER INVOICE DATE WITH A \$50.00 RESTOCKING FEE.

\*RETURNS WILL BE ACCEPTED 61-90 DAYS AFTER INVOICE DATE WITH A 25% RESTOCKING FEE.

\*RETURNS WILL **NOT** BE ACCEPTED 90+ DAYS AFTER INVOICE DATE.

\*PLEASE HAVE YOUR INVOICE # OR PICK TICKET # AVAILABLE FOR RETURNS.

## **Wilsonart Laminate**

Only full factory size sheets may be returned

Cut size laminates are non-returnable

Special orders, non-stock quantities, or discontinued items may not be returned

## **Wilsonart Gibraltar**

Only full factory size sheets may be returned

Half sheets are non-returnable

Strips – SSV and Gibraltar are non-returnable

Special orders, non-stock quantities, or discontinued items may not be returned

## **Mannington Vinyl**

Full Rolls

Cut Rolls

6 foot – 6' x 20' minimum

12 foot – 12' x 15' minimum

Smaller sizes may not be returned

Drops/Special orders/Non-stock qualities may not be returned

## **Laminate Flooring & Wood Flooring**

Full Cartons **ONLY**

Drops/Special orders/Non-stock qualities may not be returned

## **Laminate & Wood Molding**

Drops/Special orders/Non-stock qualities may not be returned

## **Porcelain Tile**

10 Cartons or more of the same dyelot. Less than 10 cartons may not be returned.

Must be returned to our dock in resalable condition. Returned on Midwest truck

ONLY if on a pallet and shrink wrapped.

Drops/Special orders/Non-stock qualities may not be returned

## **Vinyl Composition Tile**

10 cartons or more of the same dyelot

Less than 10 cartons may not be returned

Drops/Special orders/Non-stock qualities may not be returned

## **Padding**

Full Rolls **ONLY**

If rolls are shrink-wrapped - we will only accept shrink-wrapped rolls.

Opened rolls may not be returned.

Drops/Special orders/Non-stock qualities may not be returned

(Restock Code GL3013)

## **Cabinets**

See separate Cabinet return policy:

<http://www.midwestfloors.com/AmericanHeritageCabinetCatalog.pdf>