

# CARPET

## LIQUIDATORS

# RETURN & REFUND POLICIES

## RETURN

- ▶ **Area Rugs & Remnants:** Any unused area rug and remnant must be returned within 48 hours of purchase to receive a refund.
- ▶ **Flooring Boxes:** Clean, unopened and undamaged flooring boxes must be returned within 30 days of purchase to receive full credit. Clearance boxes marked with a blow out price, special order or transferred boxes are non-returnable.
- ▶ Special order wood and laminate trims are non-returnable.

## REFUND

- ▶ Refunds are issued by the same method of payment from your original purchase except cash payments will be mailed a refund check.
- ▶ No refunds or cancellations of special order or transferred products.
- ▶ A 20% restocking fee will be incurred on all unaltered products cancelled after 30 days.
- ▶ If a refund is requested, a 40% restocking fee will be incurred on all products that have been altered or cut.
- ▶ If store credit is requested, a 25% restocking fee will be incurred on all products that have been altered or cut.
- ▶ No cash refunds of products held over 180 days. However, refund can be used as store credit.