

This Return Policy is governed by EZ Flooring's the website Terms & Conditions

### **90 DAY RETURN PERIOD**

If you are not satisfied with your purchase at EZ Flooring, simply contact EZ Flooring to schedule a return within 90 days of purchase with a valid sales receipt, and we will refund your purchase. We reserve the right to limit or deny returns or exchanges. Please also see below regarding original packaging required for return.

For returns after 90 days or without a receipt, we may provide a refund at our discretion and at the last lowest price for the item. A valid photo ID is required.

Information from the ID will be recorded at the time of the return.

### **IF APPROVED, FOR ALL APPROVED RETURNS**

- All returned merchandise includes the packages (see below for requirements) must be undamaged and in resalable condition.
- Returns within 90 days of purchase will be processed by the same method of payment from your original purchase.
- Returns over 90 days from purchase or without an original sales receipt will be processed to merchandise credit.
- Returns over \$500.00 where the original payment was cash or check will be processed as a mail refund check.

### **ORIGINAL PACKAGING REQUIREMENTS FOR RETURN APPROVAL**

Returns must be unopened and in its original purchased packaging and quantity, for example if tile is purchased by the box it must be returned by the box except as noted below:

- Individual pieces may be returned if purchased as a sample as indicated on the sales receipt.

### **IMPORTANT - PLEASE READ CAREFULLY**

Once a product has been installed, it cannot be returned. EZ Flooring LLC is not responsible for product defects or damage, property damage or lost labor costs due to faulty installation. Claims for damage or shortages must be made upon receipt of product. Thoroughly inspect all products before installation as use will constitute acceptance. Installed flooring is considered the property of the owner/installer and cannot be exchanged or returned for any reason.

### **RETURN FOR SPECIAL ORDERS**

Special orders cancelled prior to shipping can be cancelled without penalty and refunded in full, including the cost of shipping. The customer is solely responsible for all outgoing and return shipping costs once the order has shipped. Customers may cancel special orders in-store or by calling Customer Care. Special order product that is not custom made can be returned to EZ Flooring LLC.

**RETURN FOR CUSTOM ORDERS**

Custom order flooring products are non-refundable once tendered. Damaged or defective product can be exchanged.

**RETURN FOR DAMAGED SHIPMENTS**

DO NOT REFUSE ANY SHIPMENT. If a shipment is refused, EZ Flooring LLC will charge all applicable shipping fees as part of the return.

**CONTACT INFORMATION**

If you have any questions or concerns about these terms and conditions, please contact us at:

EZ Flooring LLC  
174 South Road, Ste 300  
Enfield, CT, 06082  
Phone: (860) 248-6707  
Email: [info@ez-flooring.com](mailto:info@ez-flooring.com)