



*Hardwood Flooring Your Feet Will Love*

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## RETURN POLICY

Customer satisfaction is one of our main priorities. The right flooring can provide a lifetime or more of continuous enjoyment and peace of mind. We are committed to helping our customers make this decision wisely and efficiently to best support their needs in regards to durability, size, specie, grade, amount, installation timeline, and cost. To make a Cancellation or Return Request, contact our representative at (570) 297-3200.

**Order Cancellation:** Orders can be cancelled up to one (1) business day prior to shipment.

**Restocking Fee:** A restocking fee of 25% is applied to all returns. The customer is responsible for freight charges to and from the destination if the order is refused without prior authorization from Barefoot Flooring. Original shipping costs cannot be refunded, and the customer is responsible for paying for freight of the returned material. Returned material must be in original, unopened and saleable condition without markings, labels, or foreign materials present. It will be inspected and verified before a refund is approved.

**Eligible Items:** We will only approve and accept returns of material that are still in original manufacturing packaging and in saleable condition. All Special-Order, Clearance, Final Sale, Discontinued, and Custom Products are not eligible for return. Returns are not permitted on open bundles, or materials that have been damaged during shipment. We will not accept returns of five (5) bundles of flooring or less. Installed product is considered accepted and may not be exchanged or returned for any reason per our installation instructions. Over-estimated, unused, uninstalled flooring remaining after installation will not be accepted. We reserve the right to refuse any return, at management's discretion, if the items being returned do not meet the criteria set forth within this policy. *(Returns of defective product are not included in this return policy and are handled on an individual basis and separate process.)*

**Material Damages/Shortages Upon Receipt:** Inspect and verify the content of your shipment at time of delivery. All material leaves our facility properly packaged for efficient delivery to your location. If the material arrives damaged, missing part of the order, or is otherwise compromised from its original packaging, it must be noted at the time of receipt and documented on the delivery receipt (BOL), and a claim should be filed with the shipping agency. Save all documentation associated with the order. Pictures are required by the freight company to authenticate your claim. We are not responsible for damages/losses incurred during shipping.

**Incorrect Product:** We make every effort to verify all ordered items are correct before shipping. All claims for receipt of incorrect material must be made to our representative at (570) 297-3200 within five (5) business days of receipt of shipment. We reserve the right to deny any claims made after this time period.

**Timeliness:** Return requests must be approved prior to return. We will accept approved, eligible returns within 30 days of delivery date. Returns received after this period will not be honored.

