

DuraFloors

Return Policy

At DuraFloors, we strive to provide our valued customers with high-quality flooring products and exceptional service. We understand that there may be situations where you need to return or exchange a product. To ensure a smooth and transparent return process, please read and understand our return policy.

Eligibility for Returns and Exchanges:

- We accept returns and exchanges within 30 days from the date of purchase.
- Products must be in their original condition, unopened, and unused.
- Returns and exchanges are only accepted for regularly stocked items.
- Discounted sales or special order products are not eligible for return or exchange unless they are defective.

Restocking Fee:

- A 15% restocking fee may be applied to all eligible returns and exchanges.
- The restocking fee is calculated based on the original purchase price of the product(s) being returned or exchanged.

Return Procedure:

- To initiate a return or exchange, please contact our customer service team within 30 days of the purchase date.
- Provide your order number and a detailed description of the item(s) you wish to return or exchange.
- Our customer service team will provide you with a Return Authorization Number (RAN) and instructions on how to return the product(s).

Packaging and Shipping:

- Please package the item(s) securely to prevent damage during transit.
- Return shipping costs are the responsibility of the immediate purchaser FOB Kelowna Warehouse

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Inspection and Approval:

- All returned items will be inspected upon receipt.
- Items must be in their original condition to be eligible for a refund or exchange.
- Once the return is approved, we will process your refund or exchange within 1-3 business days.

Refund Method:

- Refunds will be issued in the same payment method used for the original purchase.
- Please note that it may take a few business days for the refund to reflect in your account, depending on your financial institution.

Defective or Damaged Items:

- If you receive a defective or damaged item, please contact our customer service team immediately for assistance. We will provide a replacement or a refund for such items.

Non-Returnable Items:

- Custom or special order products, unless defective (such as custom bent stair nosing.)
- Clearance or final sale items

Customer Service:

- If you have any questions or concerns about our return policy or need assistance with a return or exchange, please don't hesitate to contact our customer service team.

We value your business and aim to provide the best service possible. Thank you for choosing DuraFloors for your flooring needs. Your satisfaction is important to us, and we are here to assist you throughout the return or exchange process.

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