



Return & Exchange Policy

Quality You Can See. Performance You Can Trust.

Clear. Simple. Transparent.

At DuraFloors™, we want the return and exchange process to be straightforward. This policy explains which products are eligible, the conditions that apply, and the steps required to complete an approved return or exchange.

Return Eligibility

Eligible products may be returned or exchanged within 30 days of the original purchase date, subject to the terms of this policy.

- Product must be in its original condition, unopened, unused, and suitable for resale.
- Returns and exchanges are accepted only for regularly stocked items.
- Original proof of purchase or order information must be provided.
- The return or exchange request must be made within 30 days of purchase.
- All returned products are subject to inspection and approval by DuraFloors.

15% RESTOCKING FEE

Eligible returns and exchanges may be subject to a 15% restocking fee, calculated on the original purchase price of the product being returned or exchanged.

Non-Returnable Products

The following products are not eligible for return or exchange unless defective or otherwise required by applicable law:

- Custom or special-order products, including custom bent stair nosings.
- Clearance or final-sale products.
- Discounted products identified as non-returnable at the time of sale.
- Opened, used, installed, damaged, or otherwise unsaleable product.

30-DAY RETURN WINDOW

Return or exchange requests must be initiated within 30 days of the original purchase date. Products received outside the eligibility requirements of this policy may be refused.

Return Process & Refunds

How to Make a Return or Exchange

1	Contact DuraFloors Contact our Customer Service team within 30 days of the original purchase date to request a return or exchange.
2	Provide Purchase Information Provide your order number or proof of purchase and identify the product you wish to return or exchange.
3	Receive Return Authorization DuraFloors will review the request and, where eligible, provide return instructions and authorization.
4	Return the Product Return the product in its original condition and package it securely to prevent damage during transportation.

RETURN FREIGHT

All costs associated with returning eligible products to the DuraFloors Kelowna warehouse are the responsibility of the purchaser unless otherwise authorized by DuraFloors.

Inspection & Approval

All returned products will be inspected upon receipt. Products must meet the eligibility requirements of this policy and remain in original saleable condition. Products that do not qualify may be refused.

Once an eligible return has been inspected and approved, DuraFloors will normally process the applicable refund or exchange within 1-3 business days.

Refunds

Approved refunds will generally be issued to the original method of payment, less any applicable restocking fee. After a refund is processed, the time required for funds to appear may vary depending on the customer's financial institution.

Defective or Damaged Product

Products believed to be defective or damaged should be reported to DuraFloors as soon as possible. Please retain the product, packaging, proof of purchase, and photographs of the concern where applicable. Defective-product claims may be subject to the applicable DuraFloors Limited Warranty and its inspection, documentation, and remedy requirements.

CUSTOMER SERVICE

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