

DEMOTT FLOORS LTD. – TERMS & POLICIES

Thank you for choosing **DeMott Floors Ltd.** We appreciate the opportunity to help bring your flooring vision to life!

To proceed with this estimate, **written approval is required** and must be submitted to **info@demottfloors.com**.

Approval of an estimate or invoice confirms acceptance of **DeMott Floors Ltd.'s current policies and terms**.

All estimates are based on information provided by the client and/or site conditions observed at the time of measurement and are **estimates only**. Final pricing is determined by actual quantities of installation materials supplied and work performed and may vary due to unforeseen site conditions.

Where independent installers are engaged, the client is responsible for the supply of any additional installation materials obtained on their behalf, unless otherwise agreed to in writing.

PRICING VALIDITY

Due to fluctuating material costs:

- **Special-order product estimates** are valid for **30 days** from the date of issuance.
 - **Stocked product estimates** remain valid **only while materials are available on premises** at the quoted price.
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DEPOSITS & PAYMENT

A **50% deposit** is required to:

- Initiate special-order materials, and/or
- Reserve stocked products

The remaining balance is due:

- **At material pickup** for supply-only projects, or
- **Upon issuance of the final invoice** for projects installed by DeMott Floors Ltd.

Accepted methods of payment:

- Cash OR Cheque
- Debit
- E-Transfer to **accounting@demottfloors.com**
- Visa & MasterCard (up to **\$1,000 per client**)
 - A **3.5% service fee** applies to credit card transactions over \$1,000

SHIPPING & TRANSPORTATION

Shipping times are **estimates only**. Upon receipt of the required deposit, materials will be ordered and an updated estimated time of arrival (ETA) to Calgary will be provided.

Three delivery options from Calgary to Drumheller are available based on project timelines and will be selected by the client:

- **Standard Shipping**
Lower rates with extended timelines due to pooled client product shipping.
- **Rush Third-Party Shipping**
Materials are independently shipped to Drumheller as soon as available in Calgary.
- **Client Pick-Up in Calgary**
All transportation is the responsibility of the client.

Responsibility for materials transfers to the client upon pickup. DeMott Floors Ltd. is not responsible for loss, theft, or damage occurring after this point.

Vehicle load limits, climate considerations, traffic, and safety regulations must be observed.

Transportation of materials from DeMott Floors Ltd. to the job site is the responsibility of the **client, contractor, and/or installer**, unless otherwise agreed to in writing.

In-home delivery is not available for supply-only projects at this time.

RETURNS

DeMott Floors Ltd. maintains a **Limited Return Policy**.

Please refer to the **Returns, Refunds & Credits** section of our Policies for full details.

If you have any questions, please do not hesitate to contact us — we're always happy to help.

SITE CONDITIONS & CLIENT RESPONSIBILITIES

The client is responsible for ensuring the job site is accessible, clean, dry, climate-controlled, and suitable for installation. Additional costs resulting from site conditions not disclosed or observable at the time of estimate may be billed separately.

SAMPLES & PRODUCT VARIATIONS

Samples, displays, and photographs are representative only. Variations in colour, tone, texture, pattern, and dye lot are inherent to flooring products and do not constitute defects.

SCHEDULING & DELAYS

Installation dates are estimates and may be adjusted due to material availability, site readiness, weather conditions, or installer availability. DeMott Floors Ltd. is not responsible for delays beyond its reasonable control.

INDEPENDENT INSTALLERS

Where independent installers are engaged, they operate as independent contractors. DeMott Floors Ltd. is not responsible for their acts or omissions beyond material supply, unless otherwise agreed to in writing.

CHANGES TO SCOPE OF WORK

Any changes requested after approval may result in additional costs and schedule adjustments. Changes must be approved in writing prior to execution.

ORDER CANCELLATIONS

Orders cancelled after materials have been ordered or reserved may be subject to supplier restocking fees, **non-refundable deposits**, or full product costs.

WARRANTIES

Product warranties are provided by the manufacturer. DeMott Floors Ltd. does not extend additional warranties unless expressly stated in writing.

LIMITATION OF LIABILITY

To the fullest extent permitted by law, **DeMott Floors Ltd.'s liability is limited to the value of the materials supplied.**

GOVERNING LAW

These terms are governed by the laws of the **Province of Alberta**

LIMITED RETURN POLICY

GENERAL

Returns are accepted **only with valid proof of purchase**, defined as a sales receipt and/or documentation recorded within the client's account.

All returns are **subject to inspection and approval** and must meet the conditions outlined below.

Unless otherwise required by law, **all transportation arrangements and associated costs** for approved returns are the responsibility of the client.

To be eligible for return consideration, all products must be in **original, unopened packaging** and in **resalable condition**.

RETURN TIMELINES

- **Within 30 days** of material being removed from our premises (pickup or delivery date)
A **full refund** will be issued to the **original method of payment**.
 - **Beyond 30 days** of material being removed from our premises
A **store credit** will be issued to the client's account.
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RETURNS ON SPECIAL ORDERS

Returns of **non-stocked and special-order flooring products** are governed exclusively by the policies of the applicable supplier.

Where a client requests a return on a special-order product, **DeMott Floors Ltd. will facilitate communication with the supplier** on the client's behalf; however, **all return decisions rest solely with the supplier**.

The supplier may determine, at its sole discretion:

- A **total refusal of return**, or
- Acceptance of return subject to a **non-negotiable restocking fee**

The supplier's decision will be communicated to the client by DeMott Floors Ltd. in a timely manner once received.

Any returns accepted by the supplier must be:

- In **original, unopened packaging**, and
- In **resalable condition**

All accepted returns are subject to **supplier inspection** prior to any refund being issued.

All transportation, freight, and handling costs associated with the return — including costs resulting from a **refused return** — are the responsibility of the client and will be **deducted from any refund issued**, where applicable.

RETURNS ON STOCKED PRODUCTS

Returns of **stocked products** must be initiated in a timely manner and are subject to current inventory levels.

DeMott Floors Ltd. will accept the return of **single, original, unopened packages** of stocked products **only when on-hand stocked inventory is equal to or greater than 144 square feet in total**.

SEASONAL RETURN RESTRICTIONS

No returns will be accepted for any **liquid or freezable products** during the period of **November 1 to April 1**, or in any circumstance where products have been exposed to **freezing conditions**.

STOCKED ITEMS INELIGIBLE FOR RETURN

<p>CUT OR CUSTOM-LENGTH GOODS</p> <p>Including, but not limited to:</p> <ul style="list-style-type: none"> • Carpet • Sheet vinyl • Flooring underlayment • Rubber and vinyl baseboard 	<p>INSTALLATION SUPPLIES – OPENED OR PARTIAL</p> <p>Including, but not limited to:</p> <ul style="list-style-type: none"> • Adhesives • Sealants • Cleaners and polishes • Mortars and thin-sets • Acrylic and patching materials
<p>OPENED OR PARTIAL CARTONS</p> <p>Including, but not limited to:</p> <ul style="list-style-type: none"> • Luxury vinyl plank and tile • Laminate and melamine products • Hardwood products • Modular carpet tile 	<p>CUT OR PARTIAL INSTALLATION ACCESSORIES</p> <p>Including, but not limited to:</p> <ul style="list-style-type: none"> • Trims (all material types) • Reducers (all material types) • Moldings (all material types)