

## FLOORDI RETURN & REFUND POLICY

### 1. Eligible Returns

- Returns are accepted only for full, unopened boxes of flooring or wall panels.
- Items must be in their original, undamaged packaging and in resalable condition.
- Proof of purchase (invoice or receipt) is required for all returns.

### 2. Return Window

- Return requests must be submitted within 30 days of the delivery date.
- Returns requested after 30 days will not be accepted.

### 3. Restocking / Administration Fee

- Returned products will be inspected upon arrival at our warehouse.
- A 5–10% administration/restocking fee may be charged based on the condition of the returned products, including but not limited to their appearance, packaging, cleanliness, and suitability for resale.
- The final fee, if applicable, will be determined following inspection of the returned goods.

### 4. Non-Returnable Items

- Opened, partial, or damaged boxes cannot be returned.
- Products that have been installed, altered, or used are not eligible for return.
- Clearance, final sale, discontinued, or special-order products are not eligible for return.
- Accessories, trims, moldings, underlayment, adhesives, and other consumable items are non-returnable unless defective.

### 5. Return Shipping

- Customers are responsible for all return shipping, delivery, and handling costs unless the return is due to FLOORDI's error (e.g., incorrect product shipped or verified manufacturing defect).
- FLOORDI is not responsible for products lost or damaged during return transit.

### 6. Refunds

- Refunds will be processed after inspection and approval of the returned products.
- Approved refunds will be issued to the original payment method, less any applicable administration/restocking fees and shipping charges.
- Refund processing may take 5–10 business days after the return has been approved.

### 7. Right to Refuse Returns

- FLOORDI reserves the right to refuse any return that does not comply with this policy.