



## Return and Restock Policy

### **PRODUCT RETURNS:**

TAJ Flooring, Inc. will accept returns on material within 30 days of the ship date under the following conditions:

- Customer is required to obtain a return approval and a return authorization number directly from TAJ Flooring, Inc. The return authorization number must be noted on the bill of lading for the material being returned to the appropriate warehouse determined by TAJ Flooring, Inc. TAJ Flooring, Inc. will not accept any return or issue any credit memo for items returned without a proper return authorization number obtained directly from TAJ Flooring, Inc.
- Any returned items must be inspected upon receipt of return prior to credit being issued. TAJ Flooring, Inc. reserves the right to disallow a credit for the return upon inspection.
- For all Luxury Vinyl Sheet material, returns are only acceptable for colors wherein the dye lot is still available. In addition, only full length rolls are returnable. Any cut material is not acceptable for return and will not be credited or returned to sender. Returned sheet materials must be packaged in unopened rolls only. Any opened rolls will not be acceptable for return and will not be credited or returned to sender.
- For all Luxury Vinyl Tile, Modular, Xcela and Multiwood, returns are only acceptable if the original dye lot of material is still available in stock. In addition, only full unopened cartons are returnable. Any partial or opened cartons will not be acceptable for return and will not be credited or returned to sender.
- Adhesive cannot be returned under any circumstances.
- Weld rod that is returned but not approved by TAJ Flooring, Inc. will not be credited or returned to sender.
- Custom materials, special order items, non-stocked items, and discontinued items cannot be returned under any circumstances.
- Customer is responsible for all freight charges on any and all returned items. Freight charges include freight for the original order and also freight for the returned items.
- All returns are subject to a 50% restock fee.

### **RESTOCK POLICY:**

TAJ Flooring, Inc. reserves the right to charge a restock fee of 50% for all authorized returned orders, regardless of circumstances. TAJ Flooring, Inc. also reserves the right to charge a 35% fee for all allowable canceled orders not shipped, regardless of circumstances. These fees are required to cover costs of duty, freight, handling, import and unused dye lot created when materials are ordered and subsequently canceled. The fees are non-negotiable. Orders for custom materials and discontinued items are non-cancelable.

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