

# RETURN POLICY

- No product will be accepted for return after 45 days from date of invoice.
- No closeouts, specials or discontinued items may be returned.
- Non-stocking items will be subject to restocking fees and freight if approved for return by the mill/supplier. Items refused by the mill/supplier are not returnable.

## Terms and Conditions

### Finished Goods

- Finished goods must be in unopened factory sealed cartons with no visible damage to the carton or product. Carton items - minimum of five (5) cartons, same pattern and shade. Accessories - minimum of five (5) pieces. Must be in original factory wrap and may be from multiple invoices. Non-serialized carton items – no minimum.
- Minimum restocking fee is \$50.00 for amounts up to \$1000.00.
- The restocking fee for returns on stocking items over \$1000.00 is 5% of the total being returned.
- Maximum restocking fee is \$500.00.

### Sheet Goods

- Minimum of 30 square yards
- Minimum restocking fee is \$50.00 for amounts up to \$1000.00.
- The restocking fee for returns on stocking items over \$1000.00 is 5% of the total being returned.
- Maximum restocking fee is \$500.00.

### Installation Supplies, Ceramic and Unfinished Hardwood

- All sundry items must be checked for expiration dates before approval of return.
- The restocking fee on these products is a flat 20% with no minimum or maximum.

*All returns will be picked up on the next available delivery day unless a specific day is requested by customer. Standard delivery charges apply if picked up on nonstandard delivery days, or from a location other than customer's store or Tom Duffy branch.*

## Contact Information

To initiate a product return, please call, e-mail or fax any of our customer service representatives:

### **Northern California and Northern Nevada:**

**888.261.2871**

Local: **209.825.5375** • Fax: **209.825.4916**

E-mail: [returns@brfunsten.com](mailto:returns@brfunsten.com)

### **Southern California, Phoenix and Las Vegas:**

**877.778.7649**

Local: **562.404.7900** • Fax: **562.404.4300**

E-mail: [returns@brfunsten.com](mailto:returns@brfunsten.com)

## Damaged Material Returns

Damaged material must be noted at the time of delivery on the driver's original delivery slip to qualify for a return and credit at any time.

## Hidden Damage Returns

All hidden damage must be reported to our claims/CRS department within 10 days of receipt to qualify for a return and credit.

## Defective Material

For defective material, contact our claims department for a claim form.

Phone: **209.824.7147**

Fax: **209.825.4916**

E-mail: [ClaimsDepartment@brfunsten.com](mailto:ClaimsDepartment@brfunsten.com)