
LUXURY FLOOR DEPOT

STORE POLICIES:

Luxury Floor Depot understands the importance of choosing the right product for your project. If you are not completely satisfied with your store or Online purchase, simply return the merchandise to Luxury Floor Depot within 30 days of purchase with a valid sales receipt, and we will refund your purchase. We reserve the right to limit or deny returns or exchanges.

A valid photo ID is required. Information from the ID will be recorded at the time of the return. Luxury Floor Depot uses a third-party refund verification system. All returns are subject to verification system approval.

If approved, for all approved returns:

- All returned merchandise must be undamaged and Unopened in it's original packaging.
- Returns within 30 days of purchase will be processed by the same method of payment from your original purchase.
- Returns over \$500.00 where the original payment was cash or check will be processed as a mail refund check
- - Final measurements are the responsibility of the customer/installer.
- - Recommended installers are not employees of Luxury Floor Depot
- - Refunds will be processed within 10 days, in it's original form of payment.
- **SPECIAL ORDERS and CUSTOM STAIR NOSE are NON-REFUNDABLE.**

IMPORTANT - PLEASE READ CAREFULLY

Once a product has been installed, it cannot be returned. Luxury Floor Depot is not responsible for product defect or damage, property damage or lost labor costs due to faulty installation. Claims for damage or shortages must be made upon receipt of product. Thoroughly inspect all products before installation as use will constitute acceptance. Installed flooring is considered the property of the owner/installer and cannot be exchanged or returned for any reason.



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WORLD'S FINEST FLOORING