



THE MODERN FLOORING SOLUTION

## RETURN POLICY

At Urban Surfaces, customer satisfaction is our priority. If you are not completely satisfied with your order, simply contact us and we will assist you with your return.

Returns or exchanges will only occur with authorization from Urban Surfaces after a physical assessment as to the resale ability of the items.

### Here are guidelines to assist you with your return:

- No returns will be allowed on adhesive
- No returns will be allowed on moldings
- Returns must be within 30 days of fulfillment
- Returns will not be accepted for discontinued, special order or final sale items
- Returns will be assessed a 15% non-negotiable restocking fee plus any associated shipping charges
- Boxes must be in re-sellable condition
- Returns are accepted down to a 5 carton minimum (For fewer cartons you may keep them in storage as extra material in handy for future repairs)
- Returns must include documentation including: account number, invoice number, and account name

### How will I be refunded?

- Credit card purchases will be refunded to the card used on the original purchase
- Check or cash purchases will be refunded by check and mailed within two weeks
- Refunds will not be issued for shipping costs

### Purchasers' responsibilities include, but are not limited to:

- Applicable cancellation restocking fee
- Associated actual freight costs, which may be different from invoiced amounts
- Preparing material for successful return transit
- All costs for items returned without prior written authorization, including refused shipments

### Cancellation:

If you need to cancel an order, please contact us immediately. Order cancellations may be submitted through email, over the phone or in-person at our California Headquarters located at 1121 Olympic Drive, Corona CA.

Orders canceled after being shipped will be assessed a 15% non-negotiable cancellation fee plus any associated actual freight costs, which may differ from the invoiced amounts for freight.

Urban Surfaces reserves the right to deny returns of orders not meeting the requirements as stated above.