



REFUND POLICY

QUICK-REFERENCE GUIDE

REFUNDS

HOW TO GET STARTED

If an order is not satisfactory, simply **contact us** by phone or email and we will process the return.

1-(800)-492-8722
Returns@UrbanSurfaces.com

HOW WE REFUND

Refunds are issued within 10 business days after the product has been received by the warehouse. 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.

WHAT TO EXPECT

Refunds can be expected within two to four weeks after the purchased items are received & conditions are inspected and approved for restocking.

IMPORTANT - PLEASE READ CAREFULLY

Once a product has been installed, it cannot be returned. Urban Surfaces 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.

RETURNS & EXCHANGES

REQUIREMENTS

Returns/exchanges must be requested within 60 days of initial shipment. If the material is deemed eligible, it may then be shipped back to Urban Surfaces and processed accordingly.

TERMS OF RETURN

Accessories (adhesives, moldings, tools, etc.) are not eligible for return - only flooring. Expect a 15% restocking fee on returns & to take responsibility of the shipping involved.

TERMS OF EXCHANGE

Exchanges must be in resalable condition and equal to or greater than the value of the original order. Restocking fees do apply, but if a replacement order is placed before 30 days pass, the fee will be refunded. Expect to cover shipping on exchanges. Unused accessories are eligible for exchange.

IMPORTANT - PLEASE READ CAREFULLY

Refund/Exchange Credit amount will be determined only after resalable material is received and assessed by Urban Surfaces. **Resalable is defined as:** all materials with their original boxes/packages and their contents/quantities must be sealed, clean, & free from damage as determined by Urban Surfaces.

CHANGES AND CANCELLATIONS

IT'S OK TO CHANGE YOUR MIND.

To cancel an order, please contact us immediately. Order cancellations may be submitted via email to **CustomerSupport@UrbanSurfaces.com**, or by phone at **1-(800)-492-8722**, or in person at our California Headquarters located at **2380 Railroad St., Corona, CA 92878**.

Pre-Shipment:

Changes requested prior to the order being shipped out will not incur any fees.

Post-Shipment:

Changes requested after the order has been shipped will be treated as a full order return or exchange.