



THE MODERN FLOORING SOLUTION

RETURN/EXCHANGE POLICY

At Urban Surfaces, customer satisfaction is our priority. If you are not completely satisfied with your order, simply [contact us](#) or send a detailed email with guidelines listed below to returns@urbansurfaces.com and we will assist you with your return.

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

RETURN TERMS

- Adhesives and moldings are ineligible for return.
- Returns must be within 60 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
- Product must be in re-sellable condition. Products not meeting this standard will not be eligible for a refund.

Re-sellable condition is defined as:

Flooring - clean, unblemished boxes; all original box contents (planks per box), box content must also be free from damage as determined by Urban Surfaces.

- Returns are accepted down to a 5 carton minimum on the same invoice (for fewer cartons you may keep them in storage as extra material in handy for future repairs)
- Material must include the same batch number that was fulfilled during the time of purchase.
- Returns must include documentation including: **account number, account name, and invoice number**

EXCHANGE TERMS

- All exchanges must be of equal or higher value of invoice or portion thereof.
- Material must include the same batch number that was fulfilled during the time of purchase.
- Exchanges must be within 60 days of fulfillment
- Product must be in re-sellable condition. Products not meeting this standard will not be eligible for an exchange credit.

Re-sellable condition is defined as:

Flooring - clean, unblemished boxes; all original box contents (planks per box), box content must also be free from damage as determined by Urban Surfaces.

Moldings - must be returned in its original condition and packaging.

Adhesive - must be sealed, in original condition and accompanied with the flooring purchased.

- Exchanges are accepted down to a 5 carton minimum on the same invoice (for fewer cartons you may keep them in storage as extra material in handy for future repairs)
- Customers are responsible for any shipping fees related to the exchange and/ or return of the product.
- A 15% restocking fee will be held on your account for 30 days or until a replacement order has been placed on your account, whichever comes first.
- If a replacement order is not placed and shipped within 30 days, the exchange will be converted to a return (view return guidelines above). At which time, the 15% restocking fee will no longer be refundable.
- Exchanges must include documentation including: **account number, account name, and invoice number**

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
- Refund 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 cost for items returned without prior written authorization, including refused shipments

CANCELLATIONS

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 92881.

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 invoices amounts for freight.

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