



RETURN POLICY

We will gladly accept your return for a minimal restocking fee. However, the return must be accomplished within 30 days of the original invoice. Also, certain size and quantity limitations will apply (see below).

Not eligible for return (stock items), unless it is our mistake

- Sheet Vinyl
- Cushion
- 12' rolls or cuts less than 50 s.y. on carpet
- Wood and Laminate trim pieces
- Less than 5 cartons of Wood, Laminate, Vinyl Plank
- Less than 5 cartons of tile or cove base
- Note: Items with run numbers must be 5 minimum per run number
- Discontinued or Promotional Materials
- Special Orders or Non-Stocked Items
- Sundries and Adhesives
- Damaged or unsaleable Items. Returned material must be in original conditions and in original packaging. No partial cartons or loose pieces will be accepted
- Items not purchased from Redco Distribution

- **ANY MERCHANDISE INVOICED MORE THAN 30 DAYS AGO**

Manufacturing Defects

- Contact the Redco Account Manager for the particular product involved. The Account Manager will inspect the defective product in your store and recommend the best course of action.

Will Call Orders

- All open Will Call orders will be cancelled after 30 days. All special orders or non-stocked materials, as well as, cut orders that have been cut will be invoiced to your account.

Return Authorization is required prior to return

Contact the Redco Account Manager to request all returns.

When a return has been authorized, please have the merchandise ready when our truck arrives. We will make every attempt to pick up the return on a timely basis. If we make 2 attempts and the items to be returned are not available, the authorizations will be cancelled.

We will not accept any damaged or unsaleable materials. Our drivers have been instructed to refuse any damaged or unsaleable merchandise.

This policy is intended to be fair to all parties. Any exceptions to this policy will incur a 35% restocking charge or a minimum \$25 transaction fee.

TERMS

Credit for returns will be posted on account and applied to future purchases.