



SOUTHERN WHOLESALE FLOORING CO.

Material Return Policy

Eligibility:

- To be eligible for a return, the purchased item must be in its original condition, unused, and in its original packaging.
- Original sales order number or receipt must be provided.
- Returns are accepted within 60 days from the date of purchase.
- Our truck drivers must have a signed return authorization prior to pick up.
- Material will be inspected upon arrival at SWF warehouses.
- Cartons and material must be in original condition – suitable for re-sale.
- No broken cartons accepted; Cartons must be in re-sellable condition.
- Unfinished wood and moldings are not eligible for return.
- No discontinued material, cabin grade or special-order items will be accepted.
- Delivery fees are not refundable.

Returns within 30 Days:

- Items returned within the first 30 days from the date of purchase will receive a full refund.
- The refund will be issued in the original form of payment.

Returns after 30 Days:

- Items returned between 31 and 60 days from the date of purchase will incur a 20% restocking fee.
- The restocking fee will be deducted from the refund amount. The refund will be issued in the original form of payment

Return Process:

- To initiate a return, please contact your sales representative or our customer service team with your order details and reason for the return.
- Proof of purchase, such as the original receipt or sales order confirmation.
- Instructions for returning the item will be given.

Return Shipping:

- The customer is responsible for return shipping costs, unless the return is due to an error on our part or a defective product.

Note: This return policy is subject to change without prior notice. Please refer to our website or contact our customer service team for the most up-to-date information.