

# City Floor Supply Return Policy

To return merchandise purchased at CFS, a Returned Material Authorization (RMA) is required. Please contact a CFS sales representative to assist you with an RMA.

Any order claims and/or discrepancies should be reported to CFS within 5 days of receiving the product.

Credit will be issued using the same method by which the material was purchased, minus a 20% restock fee. CFS cannot accept returns on stock items after 30 days.

Products that are received for credit by CFS and meet any of the following conditions are not eligible for return and may be rejected:

- Products not purchased from City Floor Supply
- Any products that have been damaged or altered in any way –this excludes manufacturer defects as well as materials damaged in shipping
- Any products not returned in the original packaging and/or without original accessories

CFS will gladly assist in any way to help our flooring professionals obtain “special order” products for their consumers; however we cannot accept returns on such products. Your understanding in this matter is greatly appreciated.