

Return and Refund Policy

At Corbin's Flooring Outlet, we are committed to providing high-quality flooring products and a seamless customer experience. Please review our return and refund terms carefully:

1. No Returns or Refunds

- **All sales are final.**
 - We do not accept returns or offer refunds under any circumstances, except as outlined in our Exchange Policy.
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2. Exchange Policy for Damaged Goods

For Freight Deliveries

- If the product is delivered via freight and arrives damaged, the following conditions apply:
 - **Damage must be noted at the time of delivery.** Customers must inspect the shipment for visible damage before signing the delivery receipt.
 - If damage is observed, customers must:
 - Clearly note the damage on the delivery receipt.
 - Take photos of the damaged product and its packaging.
 - Notify Corbin's Flooring Outlet within **24 hours** of delivery.
 - We will cover the cost of replacing damaged items, including any associated shipping charges, provided the damage is confirmed to have occurred during transport.

For Warehouse Pickups

- Customers are responsible for inspecting their products before leaving the warehouse. While our team inspects items for visible damage and may assist with loading as a courtesy:
 - **The customer must conduct a final inspection** to ensure all items meet their satisfaction before leaving the premises.
 - Once the product is loaded and leaves the warehouse, **Corbin's Flooring Outlet is not liable** for any damage that occurs during transportation or handling, including but not limited to:
 - Improper loading techniques.
 - Insufficient securing of materials in the vehicle.
 - Damage due to carelessness during transport.
 - No exchanges will be granted for damages reported after the product has left the warehouse.
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3. Product Availability and Exchanges

- Exchanges are subject to product availability. If an exact replacement is unavailable, we will offer a **similar product** if possible, but please be aware of the following:
 - **Backorders:** Some products may be temporarily unavailable but can be **backordered**. Backordered items may take up to **90 days** to arrive, depending on the supplier and availability.
 - **Close-Outs:** Close-out items are sold at a discounted price, and once these items sell out with our supplier, we will **no longer be able to get more stock**. **If a close-out item is out of stock,**

there may not be an equivalent product available at the same price point. It is strongly recommended that customers purchase **10-15% extra** flooring, at their discretion, to account for waste, future repairs, or unforeseen changes.

- If an exchange is required due to product unavailability, we will make every effort to find a suitable alternative, but in cases of close-outs, replacement options may be limited.

4. Additional Terms

- Corbin's Flooring Outlet reserves the right to deny exchanges for damages not reported in accordance with the procedures outlined in this policy.
- If an exchange is approved, the customer will be responsible for any differences in pricing if the replacement product is of a higher value.

By purchasing from Corbin's Flooring Outlet, you agree to the terms outlined in this policy. If you have questions or concerns, please contact us before your purchase.

Customer Name: _____

Customer Signature: _____

Date: _____

Business Representative Name: _____

Business Representative Signature: _____

Date: _____