



SWIFF-TRAIN
C O M P A N Y

RETURN POLICY

November 1, 2015

REGULARLY STOCKED MATERIALS:

Swift-Train Company will accept returns of regularly stocked material within 45 days of the invoice date with a minimum-handling fee of \$25.00 provided the following criteria are met:

- You have called Customer Service with an original invoice number and have received a Return Authorization number from us. These numbers are essential so we can properly credit your account when the merchandise reaches our warehouse.
- The material is undamaged, unopened, and still in its original container.
- The material is received by the 45th day from invoice date.

Cut orders of vinyl sheet flooring and carpet less than 25 square yards cannot be returned. First quality cut orders more than 25 square yards are returnable for credit less a handling fee of \$25 or 10% of purchase price, whichever is greater.

Sheet laminate may be returned with a minimum-handling fee of \$25, provided that it is a stocking pattern and size. Coved material is not returnable. If it is not a stocking pattern and size, it will be handled as a special order.

- Delivery fees and freight charges are not refundable on the original order.

Closeout items are not subject to return.

SPECIAL ORDER MATERIAL:

Special order material cannot be returned unless Swift-Train has received authorization from the manufacturer. If a return is approved, we will only charge what the mill charges us plus freight, plus the minimum-handling fee of \$25.

Please note: We are happy to pick up any items for return during a regular truck run to your location. However, a standard delivery charge will apply if we make a special trip to pick up the material. Furthermore, all returns are subject to the local branch manager's approval and Swift-Train Company reserves the right to refuse any return based on excessive quantities.

DEFECTIVE MATERIAL:

Defective merchandise is handled on a case by case basis. Please refer to our claims policy for further details.