



RETURN POLICY

May 17, 2018

REGULARLY STOCKED MATERIALS:

Swift-Train Company will accept returns of regularly stocked material within 45 days of the invoice date. A Restocking fee of 20% of total purchase price will be charged 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.
- Quantities of less than 5 cartons will not be accepted for return.
- 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 the restocking fee of 20% of purchase price.**
- Sheet laminate may be returned with a restocking 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.

Items not eligible for return:

- Moldings
- Sundries and bagged items
- Closeouts and items sold "As is"

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 charge the actual amount of manufacturer's restocking fee plus all freight fees incurred.

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.