



## Return Policy

Green World Industries customers have up to 30 days after receiving their shipment to return an item. A 25% restocking fee will be applied, and shipping charges are not refunded. Also, the customer will be responsible for freight charges incurred in returning the material back to the Houston warehouse. If a return is approved, customers will only receive credit for unopened boxes in sellable condition.

NOTE: Special order items, trim, and WOCA products are non-returnable.

Returns are processed in the order in which they are received and allow 10 to 15 business days (not including weekends or holidays) for normal processing of all returns. Once a return has been processed, also allow up to 30 days to receive a credit on your account.

Listed below are the acceptable reasons for returns and how each one is managed. Customers who want to return any item should read this carefully to avoid any confusion.

### Incorrectly Ordered Item or Unsatisfied with Item Ordered

Sometimes our customers realize they ordered the wrong item or find out they no longer have a use for it. We will gladly accept returns if the items:

- Have not been installed;
- Are in its original manufacturer packaging and are unopened;
- Are in new, re-sellable condition;
- Are returned within 30 days of purchase;
- Are all from one dye lot;
- There is over 250 square feet to be returned; and
- We have sufficient inventory of the dye lot you are attempting to return.

It is the customer's responsibility to pay for return shipping and to make sure that the shipment is packaged "appropriately" (according to UPS guidelines and LTL guidelines) to prevent damages. Please remember not to write names or BOL (Bill of Lading) numbers directly on the carton.

Once we receive the return, there will be a thorough inspection of the cartons returned to confirm that the return has been delivered as expected. Please note we save all explanations given for the return and any discrepancies between the

original, verbal explanation and the reason noted on the return form may result in a refusal of the return.

The customer must obtain a Return of Merchandise Authorization ("RMA") prior to returning goods. Failure to obtain an RMA or refusal of a shipment upon delivery may result in our refusal of the return due to a lack of an RMA number. This will result in additional shipping charges.

Retailers are ultimately responsible for ensuring that the product purchased will fit their customer's intended application and needs.

### Item Damaged Upon Receipt (due to mishandling by shipping carrier)

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If a shipment gets damaged by one of our carriers, it is important for our customers to accept the shipment and notify our customer service representatives within 2 business days. (Please do not refuse the package as this will be refused by our Receiving Department and cause you to incur additional shipping charges).

We are required to report a damaged shipment to the carrier within 2 business days, otherwise reimbursement for the shipment may be withheld. In some cases in which we request the merchandise be returned to us, we will issue a RMA and provide shipping instructions with a BOL.

We will only issue a credit to your account after we receive and confirm the return of the goods.

### Wrong Items were shipped (or items are missing in the shipment)

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We take pride in our shipping accuracy rate. However, if you do receive an incorrect item due to a shipping error or if your order is incomplete, please call customer service immediately to report the error and we will endeavor to provide you with a satisfactory resolution. If the order was shipped incompletely, the customer will be sent the remainder of the items missing from the shipment as soon as possible. We apologize for any inconvenience and we will make every reasonable effort to satisfy our customers.

In processing this type of claim, we will review all order information, such as making a comparison of the total weight of the package delivered against the total expected weight of the order, review any photographs of the shipment, and complete a thorough investigation of the order we shipped to confirm the customer's claim. Once the error is confirmed, a Return Merchandise Authorization (RMA) number will be issued and directions on how to return the item will be provided.

Please **DO NOT WRITE ON THE ORIGINAL MANUFACTURER'S BOX.**

## Item Ordered is Defective

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Our return policy for defective items varies depending on the product and manufacturer. Please carefully and visually inspect the goods prior to installation and contact us immediately if goods appear to be defective.

Please **DO NOT INSTALL** any flooring that appears to be defective.

On most items, if the product is returned within the 30-day return period, we will issue an RMA number and we will process a claim with the manufacturer. In some situations it may be necessary to have the goods independently inspected.