



TOM DUFFY COMPANY
WHOLESALE FLOORING PRODUCTS
EST. 1957 • A B.R. FUNSTEN COMPANY

Return Policy

- No product will be accepted for return after 45 days from date of invoice.
- No closeouts, specials or discontinued items may be returned.
- Non-stocking items will be subject to restocking fees and freight if approved for return by the mill/supplier. Items refused by the mill/supplier are not returnable.

Terms and Conditions:

Finished Goods

- Finished goods must be in unopened factory sealed cartons with no visible damage to the carton or product. Carton items - minimum of five (5) cartons, same pattern and shade. Accessories - minimum of five (5) pieces. Must be in original factory wrap and may be from multiple invoices. Non-serialized carton items - no minimum.
- Minimum restocking fee is \$50.00 for amounts up to \$1000.00.
- The restocking fee for returns on stocking items over \$1000.00 is 5% of the total being returned.
- Maximum restocking fee is \$500.00.

Sheet Goods

- Minimum of 30 square yards
- Minimum restocking fee is \$50.00 for amounts up to \$1000.00.
- The restocking fee for returns on stocking items over \$1000.00 is 5% of the total being returned.
- Maximum restocking fee is \$500.00.

Installation Supplies, Ceramic and Unfinished Hardwood

- All sundry items must be checked for expiration dates before approval of return.
- The restocking fee on these products is a flat 20% with no minimum or maximum.

All returns will be picked up on the next available delivery day unless a specific day is requested by customer. Standard delivery charges apply if picked up on nonstandard delivery days, or from a location other than customer's store or Tom Duffy branch.

Contact Information:

To initiate a product return, please call, e-mail or fax any of our customer service representatives:

Northern California and Northern Nevada:

888-261-2871
Local: 209-825-5375 • Fax: 209-825-4916
E-mail: returns@tomduffy.com

Southern California, Phoenix & Las Vegas:

877-778-7649
Local: 562-404-7900 • Fax: 562-404-4300
E-mail: returns@tomduffy.com

Damaged Material Returns

Damaged material must be noted at the time of delivery on the driver's original delivery slip to qualify for a return and credit at any time.

Hidden Damage Returns

All hidden damage must be reported to our claims/CRS department within 10 days of receipt to qualify for a return and credit.

Defective Material:

For defective material, contact our claims department for a claim form.
Phone: 888-261-2871 • Fax: 209-825-4916 • E-mail: claims@tomduffy.com