



# 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.

### **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**

E-MAIL: RETURNS@TOMDUFFY.COM

### **SOUTHERN CALIFORNIA, PHOENIX AND LAS VEGAS:**

**877.778.7649**

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.

**888.261.2871**

E-MAIL: CLAIMS@TOMDUFFY.COM

**CORPORATE HEADQUARTERS**  
2485 COURAGE DR., SUITE 100  
FAIRFIELD, CA 94533  
800.479.5671

**MANTECA DISTRIBUTION CENTER**  
105 INDUSTRIAL PARK DRIVE  
MANTECA, CA 95337  
888.261.2871

**SOUTHWEST DIVISION**  
400 E. BALL ROAD  
ANAHEIM, CA 92805  
877.778.7649