

R&J FLOORING SUPPLY RETURN POLICY

R&J will allow returns within 60 days of invoice date with the following conditions:

1. A Return Authorization Number must be issued by R&J prior to the return being shipped.
2. No opened cartons will be accepted for return. If opened cartons are received with the return, R&J will notify the customer that a credit will NOT be issued for those cartons, and the customer can request the material to be shipped back to them at their expense, or R&J will dispose of the material.
3. The customer must arrange for, and pay for freight back to the R&J warehouse the material originally shipped from.
4. A 20% restock fee applies and will be deducted from the customer credit invoice.
5. The customer is responsible for adequately packaging/palletizing the material for return, and is responsible for any freight damage that may occur during that return.
6. If there is visible freight damage on the returning pallet, R&J will accept the return but note the visible damage on the shipper's freight documents. The credit will be calculated based on unopened cartons in clean, resalable condition.
7. No returns are accepted for material 60 days beyond the invoice date.
8. No returns will be accepted on adhesives or molding.

7/1/24