

Returns & Cancellation Policy

We aim to supply high quality goods for every single order; however, sometimes people change their minds, or things just don't go quite to plan.

If you do decide to return your order, you have up to 14 days after receiving your order for a full refund (excluding any postage or return costs). You must contact our customer service team beforehand, and they will supply you with a returns number. Please ensure all goods are well-protected and packaged well to keep them safe on their way back to us. If returned items do get damaged during transit, the damaged items will be deducted from the total amount to be refunded. You are responsible for any and all return postage costs to us.

All returned items arriving into us from your courier will be photographed as they arrive, before unpacking, during and after.

The 14 days return policy is only applicable to orders placed online.

Please note that in all situations, you are responsible for returning the goods to us, at your expense, in complete, unused, and in "as new" condition and within 14 days of receiving your order.

Most flooring returns will need to be collected by a pallet courier service, we have recommended www.palletonline.co.uk in the past as they provide all the options you may need to have goods collected, but by all means you can use other options at your own will.

We strongly advise taking as many photographs as you can of the goods on the pallet before they are returned to us. Should any damage occur during transit on any items, we won't be able to refund them. You would need to make an insurance claim against your pallet courier in this instance.

If any of your products are delivered with a manufacturing fault, please contact our Customer Services team as soon as possible (within 7 days) and we will make arrangements to have the goods

replaced for you. Please note that we may require photo evidence to validate the manufacturing fault, and on some occasions, a representative from the manufacturer may visit your property to inspect the product.

If we are unable to deliver your order because nobody is home, the goods are refused or the order is cancelled whilst in transit (this is 72 hours before your delivery date), you will be liable for any additional costs incurred for the goods either being returned to our depot or re-delivered, re-delivery costs would be from £45 and is non-negotiable.

All returns must be in resellable condition; opened boxes can not be resold, and items sold in pairs, such as herringbone flooring with A and B packs, must be returned in pairs. If herringbone boxes aren't returned in pairs, then they will not be included in your refund.

You **MUST** take multiple photos of the goods being returned as they are being loaded onto the courier's collection van/wagon. If any items are damaged during return, you will most likely need these photos to make a claim against your courier's insurance, we will not be able to refund any items that are not in perfect resellable condition.

To initiate a return, please contact us

Please note that in store orders have a maximum of 14 day return policy, this excludes special orders and custom ordered items such as cut to order carpet, vinyl, artificial grass or any other item which is unique for your order and are non-refundable. Please see your in-store receipt for full terms.