



Div of Direct Flooring.ca Inc.
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Terms and Conditions

FLOORS DIRECT NORTH PAYMENT POLICY

Payment Methods:

- We accept payment by cheque, cash, Visa, Mastercard and Amex.
- All credit card deposits require the cardholder to be present to sign receipt. If not paying in person it is at cardholders risk. The onus is on the customer to ask for the receipt and collect or have emailed a copy of invoice and receipt.

Other Payment Conditions

- All purchases under \$500 must be paid in full at the time of the order.
- All purchases over \$500 require a minimum of 50% deposit. Some items like carpet may require an 80% deposit.
- A payment will be required on delivery if we are installing materials. All balances must be paid upon completion or pick-up of the merchandise otherwise the products remain the property of Floors Direct North.
- If doors need adjustment or cutting after installation, it is the responsibility of the customer, otherwise a charge will be applied.
- Interest will be charged at 2% per month on overdue accounts (26.8% per annum).
- If the customer is responsible for their own floor preparation the area in question should be level, clear and ready for installation.

RETURNS AND CANCELLATION POLICY

Special Order Items

- A supplier restocking charge of 35% will apply on hard surface products (such as hardwood, laminate, vinyl etc), if the supplier accepts the items back. Single cartons cannot be returned and the majority of companies will not take any product back. If they do, shipping costs may also apply.
- All cancelled roll/cut goods must be paid for IN FULL.

In-Stock Items:

- Returns available for unopened / undamaged boxes of stock items (unless stock is depleted).
- CLEARANCE ITEMS are taken in as-is condition and are final sale.

DELIVERIES

If deliveries are pre-arranged by Floors Direct North:

- Drivers will deliver goods to garage site only if cash and carry. If we are installing, they can only deliver to the main floor. Installers then move on arrival.

HUMIDITY

- It is the responsibility of the homeowner to inform Floors Direct North of any crawl space or proximity to water. The homeowner must also keep humidity levels between 35% and 55% at all times. *Floors Direct North cannot be held responsible for any flooring problems that arise from humidity issues.*

FLOORS DIRECT NORTH RESERVES THE RIGHT TO CHANGE THIS POLICY WITHOUT PRIOR NOTICE