

RETURNS In the unlikely scenario your new flooring arrives, and something isn't right, our 30 day returns guarantee on all orders has got you covered. We understand that sometimes you change your mind, so here's everything you need to know about returning your order: If your order has yet to be dispatched, you will have up to 14 days to cancel in order to receive a full refund. If your order has been dispatched or delivered, however you no longer need it, we're happy to accept this back. Our 30 day returns guarantee means you can return your order within 30 days from the date of delivery. Any returned items must be unopened and in their original condition to be eligible for a full refund. If you'd like to arrange a return, please make sure you have the following information to hand so we can deal with your query as quickly as possible: Your sales order number (this can be found on your order confirmation email) Your contact details Please note: You are responsible for returning the goods to us at your expense; original delivery cost is non-refundable. Once received, your refund will be with you within 14 days. Contact us to arrange your return

I've got leftover packs If you're left with any spare, complete packs after installation, you can easily return these to us within 30 days from date of delivery. These must be returned unopened, in their original condition and packaging. If you'd like to arrange a return, please make sure you have the following information to hand so we can deal with your query as quickly as possible: Your sales order number (this can be found on your order confirmation email) Your contact details Please note: You are responsible for returning the goods to us at your expense; original delivery cost is non-refundable. Once received, your refund will be with you within 14 days.

My order arrived damaged In the unlikely event your order arrives damaged, please accept the delivery and sign for the goods as damaged. At your earliest convenience, please get in touch with our Customer Care team to arrange a suitable replacement or to request a refund. If you notice a problem after signing for delivery, then please contact us at the earliest opportunity to arrange a replacement or refund and we'll get this arranged for you. We do advise you check your packs upon arrival to avoid any unnecessary delays with your project. If you'd like to arrange a return, please make sure you have the following information to hand so we can deal with your query as quickly as possible: Your sales order number (this can be found on your order confirmation email) Your contact details Photos or videos of the damage/fault Please note: You'll be required to provide visual evidence of the fault before your replacement or refund can be processed. A replacement will be sent out to you at the earliest available delivery date. If you've requested a refund, this will be processed within 14 days. You will not be expected to return the damaged packs to us, please dispose of these safely. Contact us to arrange your return