

RETURN POLICY & WARRANTY INFORMATION

CARPET ORDERS:

No refunds or exchanges on carpet orders.

HARD SURFACE ORDERS:

A 25% vendor restocking fee plus roundtrip freight will apply on hard-surface orders (5 carton min.). Fees are collected by Manufacturers only.

INSTALLATION WARRANTY:

The Longest Yard guarantees the installation of all flooring products sold by us for a period of one (1) year from the date the installation is complete to be free of workmanship defects. Manufacturer warranty periods vary depending on the product. Refer to manufacturer's product warranty for information. If a product does not perform as described by the manufacturer, customer must file a claim with the manufacture and provide invoice and date of installation. The manufacturer will arrange for an independent company to inspect the product and determine if the defect was due to product failure or installation. The results from the inspection report are final unless the customer decides to hire their own inspection company.

PAYMENT TERMS:

A Fifty percent (50%) deposit is required to place orders with the balance due *upon* completion of installation.

PURCHASES OF *MATERIALS ONLY* & WARRANTY:

Material only orders must be paid in full prior to shipping and/or pick-up.

Customers purchasing *materials only* are responsible for inspecting materials for damages upon accepting delivery or picking up them up at the supplier's warehouse.

Materials are covered exclusively by the Manufacturer's Warranty.
Product defects must be addressed directly with the manufacturer by filing a claim.

OTHER TERMS:

The Longest Yard is not responsible for manufacturer and/or shipper delays.