FLOORS4EVERUK

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TRADE POLICY P01

Claims and Returns

Version 1 · November 2026 · For the flooring trade

This policy explains how to make a claim or return goods. It summarises clauses 9 and 12 of our **Terms and Conditions of Sale**, which take priority if there is any difference.

1. Check every delivery

- Count packs and check for transit damage when the goods arrive. If you cannot check, sign the delivery note "not examined".
- **Shortages and transit damage:** tell us in writing within **2 business days** of delivery, with photographs.

2. Visible defects – before installation

- Open one pack and check the product, colour and quality before opening the rest.
- Report visible defects (surface, colour, finish, size or machining) in writing **before installation** and within **10 business days** of delivery.
- **Do not install any board you think is defective.** Installing a board is acceptance of its visible condition.

3. Hidden defects

Defects that could not have been seen on inspection (such as delamination or failure of the finish under normal use) must be reported in writing within **12 months of delivery**, and as soon as reasonably possible after they are found.

4. How to make a claim

Email **info@floors4ever.co.uk** with:

- your invoice or order number, product code and batch number (from the pack label)
- clear photographs of the problem and of the pack labels
- for installed floors: site moisture and humidity readings, subfloor type, installation method and whether underfloor heating is fitted

We may need to inspect the goods or the site. Please keep the goods and do not alter or dispose of them until we have done so.

5. Returns of non-defective goods

- Only with our **prior written agreement**.
- Goods must be unused, in unopened and resaleable packs, and returned at your cost and risk.
- A **restocking charge** and transport charge may apply.
- Special orders, bespoke products and goods altered or treated after purchase cannot be returned.

6. Exclusions

Natural variation in colour, grain and knots is not a defect. Claims are not accepted for problems caused by site conditions, installation or use outside our technical guides (TG01–TG05).