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## REFUNDS AND RETURNS

- If you are unsatisfied with your purchase or if it is faulty or damaged in any way, do not open it.
- Please open one box and make sure it is what you expected before opening all the boxes and commencing with the installation.
- No refunds or exchanges can be made after installation.
- No refunds or exchanges are accepted on Special or Bespoke Orders (this includes special orders not part of our usual stocked goods or products that were treated after purchase with oil or any colour finish)
- Only unused and unopened items may be refunded or exchanged within 21 days of goods being collected or delivered.
- Transport and 20% restocking fees will apply.
- Refunds take up to 7 days to process. No cash refunds.

## INSTALLATION IMPLIES ACCEPTANCE

- Only use an insured and professional contractor to install your flooring.

## UNDER FLOOR HEATING

- Our wood flooring is suitable for use on underfloor heating systems only if industry standards are met. Please also see our underfloor heating guide.