



PURCHASES AND RETURNS POLICY

Buying a solid hardwood floor is an important investment. You should ensure that the floor you choose meets your needs perfectly. It's important to choose your flooring with care. Mason Wood Floors will enhance the beauty of your interior, as well as adding to the value of your home.

You are responsible for all measurement quantities. Go to masonwoodfloors.com/resources at Buying Guide to find out more. Mason Wood Floors reserves the right, in its sole discretion, to limit the quantity of any product or of any purchase.

Installation: You are responsible for final inspection as to grade, color, finish, defects and other quality issues. If dissatisfied, **DO NOT INSTALL**. Flooring must be fully acclimated to environmental conditions in installation area prior to installation. Please visit our Installation Guide section on our website to learn more. You are solely responsible for following installation instructions, checking moisture levels in product and subfloor, and ensuring that the product purchased is appropriate for its intended application and job site conditions prior to installing. A licensed, professional flooring installer is recommended.

Returns/Exchanges and Refunds: Returns and exchanges must be made within 15 days of receipt and only with a valid receipt of purchase. Returns or exchanges are not permitted on opened boxes, special or custom orders, and close-outs. All returns require a Return Authorization Number (RA), Customers must contact claims@masonwoodfloors.com to obtain a return authorization number within 15 days of receiving the order. It is very important to clearly reference your RA# when returning a product.

Defective product may be exchanged, prior to installation, within 15 days of receipt. Installed product is considered accepted by you and may not be exchanged or returned for any reason. Shipping and delivery charges in connection with purchase are non-refundable. Shipping costs relating to a return or exchange are your sole responsibility.

If the Replacement item isn't available, a Refund option shall be provided within 15 days upon approval.

Cancellations: Cancelled orders must be notified by email immediately at sales@masonwoodfloors.com. Cancellations are not permitted on opened boxes and it must be pre-authorized before returning the products. All cancelled orders are subject to a restocking fee of 15% and shipping costs relating to a return or exchange are your sole responsibility.

Damaged; Defective or Missing/Wrong products: When you receive your shipment, if you notice any damage to the products or there is a missing or wrong product, it must be noted on the proof of delivery on bill of landing and you should immediately notify our claim department. You will need to complete and submit a claim form and also pictures of the damaged products during the return period to claims@masonwoodfloors.com. A claim form will be found at www.masonwoodfloors.com/resources.

We'll resolve the discrepancy as quickly as possible. Our staff will contact you to provide a replacement or issue a refund.