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[www.nikosimportexport.com](http://www.nikosimportexport.com)

## RETURN POLICY

Niko's Import and Export, LLC. strives to provide the best customer service. We understand that sometimes it is necessary to return unused materials, wrong items get ordered, or the order gets cancelled in its entirety by the end user.

Returns or exchanges must be completed within **30 days** of delivery or pick up. Returned materials need to be in original unopened boxes and resalable condition. We will not accept open, damaged, or partial boxes. You are responsible for any freight charges on returns or exchanges unless the material you received was defective or incorrect.

If you receive a wrong item, please send a picture of the item to [nikosintl@aol.com](mailto:nikosintl@aol.com). We will promptly pickup the incorrect item and send you what you ordered. Claims for incorrect product must be made within 10 days of delivery.

In case you receive damaged goods, do not refuse your order. Accept the load and note the damages on Bill of Lading. Please take pictures of the damage and forward them along with a copy of the Bill of Lading marked with the extend of damage.

It is solely your responsibility to inspect and approve of the materials delivered before signing the Bill of Lading. Failure to inspect material and note damages or discrepancies on Bill of Lading will prevent us from filing a claim with the carrier.

There are no returns or exchanges on vents, stair treads, and stair risers unless wrong size/color was sent. All our vents, stair treads, and stair risers are made to **coordinate** with our flooring.

Returned or exchanged items are subject to a 15% restocking fee unless the material being returned was defective or incorrect.

Once an order has been placed, it can be cancelled without a restocking fee, unless the product has been shipped or is en route to your warehouse or end user's house. You need to contact our customer service line by calling 1-586-781-9000 to cancel your order.

## LIMITATIONS ON RETURNS

**Cutting or installing the material is your acceptance and approval of said material.** Refund requests for altered material will not be accepted for incorrect color, incorrect item, pattern repeats in LVP/WPC/SPC, or clearly visible defects/damage once the materials have been cut and/or installed. Once transition pieces are cut and/or installed, they are considered accepted and will not be returnable.

## REFUND POLICY

If an order is returned/cancelled and a refund is approved, we will issue the refund in a form of an account credit; or if requested, a check refund. Refunds are made after deducting any applicable restocking fees and/or freight charges. No refunds will be issued until the item(s) is received back in our warehouse in a resalable condition. Credit card fees are non-refundable. Special order products are non refundable.

We thank you for your business and support.