

Sold Order Policy

DDC Floors & GreenTouch Flooring will hold confirmed orders of regularly stocked material up to 30 days after receipt of order. If after 30 days, your order has not been picked up, we will cancel the order and return the material to stock.

Orders for discontinued products or obsolete inventory will be held for 14 days. All orders not picked up after 14 days will be cancelled and the material returned to stock.

For special project and/or specification orders, all Builder, Multi-Family and/or Commercial jobs must have a written purchase order provided with documentation providing details such as need by or install date to hold this inventory. Customers with inventory on hold over 60 days will be charged \$15 per pallet, per month for extra carrying cost.

Return Policy

Regularly Stocked Materials:

DDC Floors & GreenTouch Flooring will accept returns of regularly stocked material within 30 days of the invoice date. A restocking fee of 20% of total purchase price, or \$30 minimum, will be charged.

The following criteria are met:

- You have called the sales reps or our office with an original invoice number and have received a Return Authorization from us. These numbers are essential, so we can properly credit your account when the merchandise reaches our warehouse.
- The material is undamaged, unopened, and still in its original container.
- Cut orders less than \$100 cannot be returned.
- Delivery fees and freight charges are not refundable on the original order.
- Closeouts items are not eligible for return.

Defective Materials:

Defective merchandise is handled on a case by case basis. Please reach out to our sales reps for further details.