

RETURN REQUEST FORM

To request a return with Sheoga Hardwood Flooring, complete this form, print, sign and date it; then send along with a copy of your original order to your Sheoga representative. Please note: Request must have handwritten signature to consent to all the terms.

Please initial each line to confirm and agree to the following terms/conditions:

- _____ All returns require written approval from Sheoga Hardwood Flooring and a copy of the Sheoga Hardwood Order. Any returns sent without this written approval from Sheoga Hardwood Flooring will be refused.
- _____ No orders older than 30 days will be considered for return.
- _____ A minimum 25% restocking fee will be assessed. Restocking fee can go as high as 100% based upon the following conditions:
 - _____ The customer is responsible for all freight charges and freight arrangements. This includes contacting a carrier, proper packing, stacking, strapping, and protection of the flooring to be returned.
 - _____ Shipments should be sent to: Sheoga Hardwood Flooring, 15320 Burton Windsor Road, Middlefield, OH 44062.
 - _____ Once you arrange shipment, please advise Logistics@SheogaFlooring.com with shipping information/details so we are prepared to receive the shipment.
 - _____ It's advisable to take a picture of the material prior to shipment in case you have a claim with your carrier.
- _____ Only material(s) that are received and "Readily Available For Sale" will be considered for partial credit. "Readily Available For Sale" is defined as material in full unopened boxes/bundles, clean, undamaged, properly stacked, and in like-new condition.
- _____ Any opened boxes/bundles, damage done to the material/packaging, or stacking/shipping damage would deem the product not Readily Available For Sale and therefore no credit issued.
 - _____ If this occurs, a customer may request Sheoga Hardwood Flooring to organize, re-wrap, and re-stack material at the cost of \$100 per hour. Any material that can be salvaged, a partial credit will be issued less the hourly charges incurred.
 - _____ Any material not salvageable will be discarded and no credit will be issued.
- _____ Customer agrees to NOT hold Sheoga Hardwood Flooring responsible for any issues prior to material being received. Any claims with shipping damage will be handled with the carrier by the Customer.
- _____ If Sheoga Hardwood Flooring agrees to allow the material to be returned, you will receive an e-mail explicitly stating that. Any returns sent without this written approval from Sheoga Hardwood Flooring will be refused.

Once Sheoga has received the material, and has determined how much material is "Readily Available for Sale", you will be advised of the amount of partial credit that will be authorized. Partial credits will not exceed 75% of original invoice pricing.

By signing this document, you agree to all the requirements/conditions outlined above.

Company Name _____ Contact _____

Email _____ Order Number _____ Date of Order _____

Date _____ Name _____

Printed

Signature _____

Hand written signature required

