

Refund policy

RETURNS

If you wish to return an item you must notify us by email, fax or by letter within seven working days, with the order number, your name, full address, email address, contact telephone number, the reason for the return and whether a refund or replacement is required. All returns must be accompanied by a reason for the return along with the invoice / proof of purchase.

****PLEASE NOTE**** Products that are cut specifically to order for a project, for example sheet or safety flooring, cannot be returned. Only complete rolls can be returned if required. All stairnosings are made to order and are classed as bespoke by the manufacturer so cannot be returned.

Returns will only be accepted if you have contacted us to notify us that an item is being returned, we will give you a returns reference number at this time. Returns will only be accepted if you have been given a returns reference number which must be written clearly on the packaging.

Our email is sales@findmeafloor.co.uk, the customer services number is 01244 533 332, the postal address is Find Me A Floor Ltd, Unit 12 Clwyd Close, Manor Lane, Hawarden Industrial Park, Deeside, Clwyd, CH5 3PZ.

Our returns period is 14 days from when you receive the goods, and any returned items must be returned within 21 days of when you receive the goods, so please allow up to 10 working days for the return.

****NO PART ORDER RETURNS ON KARNDEAN PRODUCTS****

Some of our suppliers will also implement a re-stocking charge, this can vary depending on the supplier, and will be communicated to you upon a returns request.

It is the customers responsibility to return the complete order to Find Me A Floor Ltd.(or a specified address) In some circumstances Find Me A Floor will arrange collection and the cost of the return will be deducted from the original total payment taken from your debit/credit card before a refund is credited back to your card.

Any refunds due are credited back to the card used to pay for the original order.

Small items can be returned via the Post Office, if you are returning small goods we recommend you get a Certificate of Posting (available free from the Post Office) for all returns and you should keep this Certificate until you have received your refund or replacement. We cannot take responsibility for goods lost in transit.

Please return all items unused and in their original condition and packaging and with all tags intact. If the item was delivered on a pallet then it must be placed back on the pallet in the original packaging and secured ready for collection. Please write your order number clearly on the package to be returned along with the returns reference number. We will let you know as soon as the goods have been received, will then process your request for either a refund or replacement as quickly as possible.

We cannot exchange items that show signs of use or are returned after a maximum of 14 days from the date of receipt.

RETURNS OF DAMAGED / FAULTY GOODS

If you wish to return an item that is damaged or faulty you must notify us by email, fax or by letter within seven working days, with the order number, your name, full address, email address, contact telephone number, the reason for the return and whether a refund or replacement is required. All returns must be accompanied by a description of the fault/damage along with the invoice / proof of purchase.

Our email is sales@findmeafloor.co.uk, the customer services number is 01244 533 332, the postal address is Find Me A Floor Ltd, Unit 12 Clwyd Close, Manor Lane, Hawarden Industrial Park, Deeside, Clwyd, CH5 3PZ.

Our returns period is 21 days from when you receive the goods, and any returned items must be returned within this time, so please allow up to 10 working days for the return.

Any items found to be not faulty will be returned to you.

Please return all damaged/faulty goods unused and in their original condition and packaging and with all tags intact. If the item was delivered on a pallet then it must be placed back on the pallet in the original packaging and secured ready for collection. Please write your order number clearly on the package to be returned along with the returns reference number. We will let you know as soon as the goods have been received, will then process your request for either a refund or replacement as quickly as possible.

We cannot exchange items that show signs of use or are returned after a maximum of 21 days from the date of receipt.

CANCELLATION OF YOUR ORDER

Under the Consumer Contracts Regulations, you have the right to cancel the contract for your order at any point from the time of ordering until seven working days after delivery.

Please note however that these rights **DO NOT** apply if the goods you order are made specifically to your specifications. This includes floor coverings and products, cut to your specific order size.

If you change your mind about an order we must be informed by email, letter or fax, within seven working days along with the order number, your name, full address, contact telephone number, the reason for the return and whether a refund or replacement is required. (Our email is sales@findmeafloor.co.uk, the customer services number and fax is 01244 533 332, the postal addresses is Find Me A Floor Ltd, Unit 12 Clwyd Close, Manor Lane, Hawarden Industrial Park, Deeside, Clwyd, CH5 3PZ).

Please be advised that if any goods are returned simply because you have changed your mind the cost of the return will be deducted from your refund.

If your order has not been processed then it can be cancelled immediately and we can refund your money by crediting your payment card. However, if we have contacted our suppliers and the order has been processed and the goods have been dispatched they will have to be delivered and then returned before a refund can be organised. Any refunds due are credited back to the card used to pay for the original order.

Any sum debited to us from your credit card will be re-credited to your account as soon as possible but no later than 30 days from your notification of cancellation.

Please return all goods unused and in their original condition and packaging and with all tags intact. If the item was delivered on a pallet then it must be placed back on the pallet in the original packaging and secured ready for collection. Please write your order number clearly on the package to be returned along with the returns reference number. We will let you know as soon as the goods have been received, will then process your request for either a refund or replacement as quickly as possible.

If you do not return the goods to us in the condition they were in when delivered to you or do not pay the costs of the return of the goods, we shall be entitled to deduct the direct costs of recovering the goods from the amount to be re-credited to you.

If you need to reach us, you can contact us here or call 01244 533 332 or write to us at Find Me A Floor Ltd, Unit 12 Clwyd Close, Manor Lane, Hawarden Industrial Park, Deeside, Clwyd, CH5 3PZ

Our customer service number is manned during hours (09:00 - 17:30 GMT) Monday to Friday.

If we're not available to take your call, please leave us a message on our answering system.