

Cash & Carry Estimate Acceptance

By providing Kelowna Floors with a deposit for your project, you agree to the following:

Estimate Discrepancies

Please review the Estimate details for accuracy. Kelowna Floors will provide the product and quantity on the Estimate deposited on.

Shipping

Delivery is subject to conditions beyond our control (weather, supplier delays, or shipping company delays). Kelowna Floors passes on ETAs from suppliers and orders product to receive it in the timeliest manner possible. Kelowna Floors does not warehouse products; all products are ordered and have additional shipping charges that are not included in the price of the product.

Installation

By accepting this Estimate you are accepting the manufactures' specifications (for installation, storage, and warranty). Product warranty is be provided by the product manufacturer, through Kelowna Floors. Please ask Kelowna Floors for a copy of the Product Warranty, if one was not provided to you.

Returns/Refunds

Custom orders are non-refundable. Any returns (must be made within 30 days of purchase) on undamaged/unopened goods will be subject to a re-stocking fee. All Return Policies are unique to each supplier. Some suppliers do not accept returns; Kelowna Floors will not accept returns in this case.

Providing a Deposit or Full Payment for product to Kelowna Floors signifies you have read and agree to the items mentioned above.