

# RETURN POLICY

Thank you for shopping at our store. We appreciate your business and want to make sure that your experience is satisfactory. Our return policy is designed to be transparent and fair to both the customer and the company. Please review the details below regarding returning products:

## General Conditions for All Returns

- **Inspection and Approval:** All returned items are subject to inspection by our staff and final approval by management.
- **Packaging and Condition:** Products must be returned in their original packaging and must be in a resalable condition.
- **Return Period:** Items must be returned within 30 days of the date of purchase.
- **Restocking Fee:** Returns may be subject to a 15% restocking fee, unless otherwise specified below.

## Returns with Original Purchase Receipt

If you have the original purchase receipt:

- **Refund Method:** Refunds will be issued in the original form of payment (Cash, Credit Card, or check).
- **Cash Returns:** Cash returns are limited to a maximum of \$50.
- **High-Value Returns:** For returns over \$50 where a cash refund is requested, the refund will be provided by check. Please allow approximately 2 weeks for the check to be processed and mailed.

## Returns without Original Purchase Receipt

For returns that do not have the original purchase receipt:

- **Increased Restocking Fee:** A restocking fee of 35% will be applied.
- **Store Credit:** Refunds will be given as store credit only.

## LVP Returns

Returns of Luxury Vinyl Plank (LVP) flooring is subject to a restocking fee ranging from 25% to 35%.

## Tools

Unused tools are eligible for return under our standard return policy. If a tool is found to be defective, the issue should be resolved under the manufacturer's warranty. Please refer to the manufacturer's warranty documentation for further instructions.

## Non-Stock/Special Orders

Special order items that are not typically stocked require additional considerations:

- **Manufacturer Approval:** The product can only be returned if the manufacturer agrees to take it back. Proof such as a Return Authorization Number (RA#) or credit memo must be provided.
- **Additional Charges:** You will be responsible for the manufacturer's restocking fee, the cost of freight to return the product, and Shoreline/CISCO's restocking fee, which is a minimum of 15%.

Please note that all terms of our return policy are subject to change without prior notice.

For further assistance, please contact our customer service team.