

BestLaminate Return Shipping Information

The following is the return shipping process for returning pallet orders. Return orders are subject to a \$258 return shipping fee. The fee will be deducted from the total credit after receiving the product. Bestlaminat will arrange and schedule a pick up with a freight company. Pickups are scheduled Monday-Friday with a 12-5 PM window. Someone 18 years or older must be present at the location.

Before the pallet is picked up by the freight company, we do require photos of the pallet to insure there is no damage and that the pallet is prepared correctly. Any pallets with damage due to mishandling or environmental, such as rain or snow, will not be eligible for a refund.

Packaging and Return Instructions:

- Secure large orders (4 boxes or more) of flooring to the pallet with straps, making sure that all corners of the materials are protected with corners. After the flooring is secure, any underlayment can be placed on top of the strapped floor and shrink wrapped to prevent any damage from occurring. Any unclaimed damaged product that is returned back will be deducted from the overall credit back. Bestlaminat is not responsible for any costs incurred from packaging the pallet. The following link will allow you to purchase the required materials to return a product back:
<https://www.harborfreight.com/>.
- Small flooring orders (1-4 boxes) just need to be wrapped back up and cornered with protectors for protection from damage back. Small orders do not need to be placed on a pallet.
- Returned flooring boxes must be stacked onto either a separate pallet or the pallet that was provided, carefully and neatly, making sure that everything remains square. Once stacked, the corners of the boxes should be covered with corner protectors. This prevents boxes from sliding and being damaged on the edges of the floor. Unclaimed damages that occur during shipping will not be accepted for a refund. We only accept back unopened boxes of flooring that are undamaged.
- If you are returning underlayment, place the rolls on top of any boxes that may be being returned and neatly stack the underlayment. If you're shipping back underlayment alone, please package it back up in its original box and make sure it is taped securely. We only accept back unused, full rolls.
- Molding returns must be shipped back in the same receiving tube that the moldings arrived in. Be sure to secure the ends of the tube with the plastic caps and tape the ends securely. Any unclaimed damaged products will be deducted from the overall credit back.

If you have any questions about your return, please call us at 800-520-0961.