

Terms and Conditions



Customers are our top priority. We will do our absolute best to resolve any problem and every customer can count on great service, prompt communication and a fair resolution. Please inspect the condition of your merchandise upon receipt. If you have any questions, do not hesitate to give us a call at 1-800-520-0961. We are always ready to serve you

(1) Delivery/Shipments:

a. Shipping Your Order

Most of our orders are shipped within 1 to 3 business days after you payment is received, with the estimated transit time ranging from 1 to 7 business days. Estimated delivery date/times are just that, estimates, so wait until the material arrives to schedule work/jobs. We cannot guarantee that there will not be delays beyond our control. Shipping times vary, so track your orders and call to schedule drop offs appropriately.

We ship freight orders (skids) with the most reputable national carriers like Fedex Freight, USF Holland, R&L, Estes and others.

Smaller orders we ship with UPS, Fedex or the Postal Service.

Orders are shipped as residential, curbside delivery with a lift gate service. Moving your order inside (garage, home, basement etc.) is not included - call us to quote & arrange inside delivery if you are interested.

There is no delivery on weekends and holidays.

b. Flat Fee Shipping Rate Shipping

We offer flat rate \$97 shipping to 48 US States. Orders are shipped as residential, curbside delivery with a lift gate service. Moving your order inside (garage, home, basement etc.) is not included - call us to quote & arrange inside delivery if you are interested.

c. Flat rate does not include areas:

- Restricted access / driveways
- Rural areas where standard delivery cannot be scheduled
- Downtown New York, Chicago and other major cities

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- Islands and areas with no bridge access to the main land

Please call us at 1-800-520-0961 to quote shipping cost for above locations.

d. Free Shipping on Flooring

On selected products we offer free residential shipping to 48 US States. Very often there is a minimum purchase required to apply. Orders are shipped as residential, curbside delivery with a lift gate service. Moving your order inside (garage, home, basement etc.) is not included - call us to quote & arrange inside delivery if you are interested.

e. Shipping of the Smaller Orders (Under 5 boxes)

Smaller orders we ship as a one or more bundles via Fedex or UPS Ground. In most cases your order will be expedited within 3 business days after you payment is received, with the transit time ranging from 1 to 7 business days. This will be a doorstep delivery and moving your order inside is not included. There is no delivery on weekends and holidays.

f. Free Shipping on Underlayment

We offer free FEDEX Ground shipping to 48 US States. You can track your package online, using Fedex tracking number. Normally we expedite your order next business day with an estimated transit time ranging form 1-5 business days. Package will be dropped at your doorsteps. No signature is required.

g. Shipping your moldings

When you place your moldings order together with the floor, normally there is no extra charge and your moldings are shipped separately in a sturdy tubes via Fedex or UPS Ground. Normally we will ship your order the next business day with an estimated transit time ranging from 1-5 business days. Package/s will be dropped at your doorsteps. No signature is required.

h. What happens after we expedite your order?

Right after shipment, we will email you a confirmation with the name of the freight carrier as well as a tracking number and website where you can track your order. It is very important to provide us with your best contact number,

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so we or the freight company can reach you during the day – usually, a cell phone number is the best option. This will assure speedy communication, and a fast delivery. The freight company will contact residential delivery customers when material arrives at the local freight terminal to schedule a delivery date and time. You may also contact the freight carrier in advance to arrange delivery and confirm the time. There is no notification on commercial delivery.

For terminal pick up orders we provide the terminal address and contact phone number - usually someone from the freight terminal will call to notify you, but please stay in touch with the freight carrier to make your own pick up arrangements.

(2) Shipping Details Explained:

Residential delivery:

All residential delivery orders are curbside delivery - drivers are unable to enter your home and you are responsible for moving all materials inside the home. Shipping of orders containing 15 boxes and more will be scheduled with a lift gate service. Each box weights approximately 35 lbs, so be prepared and arrange for some help if necessary. Someone must be there to accept the delivery. Whoever accepts the delivery must check the outside of the cartons for proper quantity /damage before signing documents. You will be contacted by the freight company via the phone number you provided to us to set up a delivery time. We are also happy to offer commercial shipping or terminal pick up.

Business delivery:

To a location in a non-residential area (home businesses do not qualify). There must be a shipping dock or forklift on the property. Furthermore, the business must be open until 5p.m. local time. There is no prior delivery notification.

Terminal pickup:

You can collect your order from the closest local freight terminal. It does not cover moving the items into your residence. Shipping will be priced the same as for commercial delivery. Contact us to check for the closest terminal location.

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Customer pickup:

You are welcome to pick up your order from our store located on the east side of Cleveland, OH. Please call 1-800-520-0961 if you have any further questions regarding location or business hours. All in-store purchases are subject to sales tax.

Inside Garage Delivery:

The driver will bring the skid inside your garage, but will not bring your order inside your home. Make sure there is free space inside your garage to place the skid. Moving items inside your garage to make space for delivered goods is not covered by this service. Be prepared to receive the shipment and make sure your driveway is free from all obstacles that may cause problems with delivery (standing cars, trash containers etc.)

Guaranteed Date of Delivery:

With this premium freight service you are able to tell us when you want your order to be delivered and we will schedule a date for delivery that's most convenient for you. Once your order is placed, our Freight Team Representative will call you to make an arrangement. You can also call us at 1-800-520-0961. Questions? Call our Customer Service Department at 1-800-520-0961.

(3) Return/Cancellation Policy

Return or Exchange: If you received your order and you are not satisfied with the product, you may exchange or return it within a 30 day period from the date of the purchase.

Orders in Transit: All orders in transit cannot be cancelled and will be treated as a Return.

In Store and Special Orders: Returns or exchange of purchased in store and/or special order items can be made within 30-days from the time of the order and are subject to a 20% restocking fee.

NOTE: In all cases shipping charges are not refundable and you are responsible to ship the product back to us at your own expense. We will not issue a refund on used, damaged or open box products.

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All returns must be pre-approved by Bestlaminat and must have our RMA number assigned. To arrange it please call our Customer Service at 1-800-520-0961 or email us at support@bestlaminat.com

Returned product must be unused, in original packaging, and prepared for return per our instructions (to avoid potential damage during the transit). Once your return is received back in our warehouse, we will inspect it, and after approval we will issue a refund. From this point please allow 7 to 10 days for the processing.

(4) Shipping Damage

If during delivery you discover damage, please follow our 1-2-3 Procedure.

1. Before you sign delivery papers make a note on delivery papers describing the damage. Be very specific e.g. damaged corners, crashed left side of the skid etc.
2. Take a picture/s if possible
3. Call us right away at 1-800-520-0961 or email at support@bestlaminat.com

Naturally, if you find unacceptable shipping damage you are free to refuse all or part of the shipment. In this situation you are still required to follow our 1-2-3 Shipping Damage Procedure.

From this point we will take care of everything and send you a replacement or issue a refund. We will do our best to expedite your replacement as soon as possible.

If the damage is discovered after delivery please contact us for a resolution. We allow 24 hours grace period after delivery to file any additional damage with us. Any damage discovered after delivery will be subject to a claim approval by freight carrier

(5) Evidence of damage

In case of a claim, the customer is responsible for sending to us product samples and or photographs of the problem. If the samples or photographs

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cannot identify the problem(s), we will schedule a certified inspector visit to look at the floor. After an inspection, we will receive a written report on the inspectors' findings. If the product has a manufacturing defect, a replacement will be shipped to you at no cost. If the product you originally purchased is discontinued or out of stock, you can select a product from a similar price and quality products group. If a manufacturing defect will be not confirmed by the inspector, the customer is obligated to pay the entire cost for the inspection.

(6) Installation

Manufacturer warranties are only effective as long as a professional installer installed the floor. In these cases, we will require proof in the form of a state license or a professional certification from the installer before a claim can be filed.

Products not installed correctly will not be considered defective and we are not responsible for any costs associated with wrong installation or installation of damaged or wrong materials. You and/or your installer are responsible to check the materials before installation. Bestlaminat will not refund labor cost for installed materials.

Prior to installation check for: color, finish, any abnormal texture/finish and quality. Double check that you have received the proper product. Should you notice these or any other problems after opening 1 to 3 boxes, do not install the material. Please contact us right away. If you continue to open more than three boxes without contacting us first, we cannot be responsible for replacing the opened boxes.

(7) Quality

If for some reason you are not happy with the quality of your material, do not install the floor and contact us as soon as you can. After opening no more than three cartons, if you notice a possible defect, STOP and contact us right away. Do not continue with the installation. We will not refund you for products that were opened after the first three cartons in the event of a product defect.

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(8) Moldings:

Please be aware that moldings will not match exactly. Moldings are designed to be as close of a match as possible. Moldings will have color differences and shade variances from the product itself. Moldings not matching the product will not be considered a manufacturer defect and no claim can be issued for this reason. If you need to cancel or return your order after it has been shipped out, you are responsible for shipping and return freight charges

(9) Manufacturer's Warranty

All products we carry are first class quality and are backed with original manufacturer warranty. No warranties are offered by Bestlaminare Inc. on any materials. All warranty related issues will be forwarded directly to the manufacturer. Should you have any questions or concerns, please contact us immediately for a timely resolution.

(10) Payment

We accept several methods of payment:

- Cash: in store purchases
- Credit card: American Express, Visa, MasterCard, Discover
- PayPal™ is the safer, easier way to pay online without revealing your credit card number.
- Bank Cashier's Check, Certified Check or personal check (all checks by mail only). Your order will be processed after payment is received and cleared.
- Postal Money Order Western Union: You can request a money transfer at any one of 33,000 Western Union offices nationwide.

(11) Sales Tax

Ohio residents and in store pickup are subject to Ohio (Lake) Sales Tax. Sales tax is calculated in the shopping cart or in the store during sales process.

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(12) Privacy Policy

What information do we collect?

We collect information from you when you register on our site, place an order, subscribe to our newsletter or fill out a form.

Any data we request that is not required will be specified as voluntary or optional.

When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number or credit card information. You may, however, visit our site anonymously.

Google, as a third party vendor, uses cookies to serve ads on your site. Google's use of the DART cookie enables it to serve ads to your users based on their visit to your sites and other sites on the Internet. Users may opt out of the use of the DART cookie by visiting the Google ad and content network privacy policy.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalize your experience
(your information helps us to better respond to your individual needs)
- To improve our website
(we continually strive to improve our website offerings based on the information and feedback we receive from you)
- To improve customer service
(your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions

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Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested by the customer.

- To send periodic emails

The email address you provide for order processing, may be used to send you information and updates pertaining to your order or request, in addition to receiving occasional company news, updates, promotions, related product or service information, etc.

Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

- To administer a contest, promotion, survey or other site feature

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you submit a request, place an order or access your personal information.

These security measures include: password protected directories and databases to safeguard your information, SSL (Secure Sockets Layered) technology to ensure that your information is fully encrypted and sent across the Internet securely or PCI Scanning to actively protect our servers from hackers and other vulnerabilities.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.

After a transaction, your private information (credit cards, social security numbers, financials, etc.) will not be stored on our servers.

Do we use cookies?

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Yes (Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

California Online Privacy Protection Act Compliance

Because we value your privacy we have taken the necessary precautions to be in compliance with the California Online Privacy Protection Act. We therefore will not distribute your personal information to outside parties without your consent.

As part of the California Online Privacy Protection Act, all users of our site may make any changes to their information at any time by logging into their control panel and going to the 'Edit Profile' page.

Childrens Online Privacy Protection Act Compliance

We are in compliance with the requirements of COPPA (Childrens Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

CAN-SPAM Compliance

We have taken the necessary steps to ensure that we are compliant with the CAN-SPAM Act of 2003 by never sending out misleading information.

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Online Privacy Policy Only

This online privacy policy applies only to information collected through our website and not to information collected offline.

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Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website at Bestlaminatene.net.

Your Consent

By using our site, you consent to our privacy policy.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page, and/or update the Privacy Policy modification date below. Policy changes will apply only to information collected after the date of the change.

This policy was last modified on **August 31, 2013**.

Contacting Us

If there are any questions regarding this policy you may contact us using the information below.

Bestlaminatene Inc.
1610 West Jackson St, Suite 2
Painesville, Ohio 44077
support@bestlaminatene.com
1-800-520-0961

Privacy Policy Customer Pledge

We pledge to you, our customer, that we have made a dedicated effort to

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bring our privacy policy in line with the the following important privacy laws and initiatives:

Federal Trade Commision Fair

California Online Privacy Protection Act

Childrens Online Privacy Protection Act

Privacy Alliance

Controlling the Assault of Non-Solicited Pornography and Marketing Act

If at anytime you have a cause that needs to be disputed please fill out the [Trust Guard Dispute Resolution form](#).