

## Return Goods Authorization (RGA) Policy

When requesting a Return Goods Authorization (RGA) on material, please utilize the following procedure to help control costs, improve inventories, and have a fair and productive policy for all to follow:

### BEFORE your RGA is approved:

- 1) Please contact the Sales Service Department at CBC AMERICA LLC Flooring (referred to as CBCA) and provide the following information:
  - a. The invoice number and invoice date of your purchase from CBCA, or your Purchase Order number, or CBCA Order number.
  - b. The product color number, dye lot #, the quantity of material you request to return.
  - c. The reason for requesting the return.
- 2) All requests for returns will be reviewed. Within 5 business days of receipt of request, CBCA will either issue a return authorization or deny the request. If approved, a RGA number & acknowledgment will be faxed or emailed to you and will include any appropriate restocking fees and terms required. The warehouse location information. To ship the material back to will be indicated. Utilizing the RGA will confirm your agreement to the terms as specified.
- 3) **Only unopened full rolls and full tile cartons are subject to return.** Returns will be considered on material requested for a RGA **within 60 days** of the original invoice on standard stocking material.
- 4) All "Non-Stock" as well as "special order" products that are custom ordered from our factories are **not eligible for return**.
- 5) All "Container(s) Direct Shipment" orders are to be considered "Special Order" and not returnable.
- 6) Please pay full amount on the invoice even when you are considering submitting the RGA request. If the invoice is short paid, it will be considered open and past due. CBCA Administration will not accept unauthorized deductions.

### AFTER your RGA is approved:

- 7) The Customer must return material to the specified CBCA warehouse within 30 days of the RGA approved date. All returns are to be sent back Prepaid and freight charges are the customer's responsibility. Freight collect shipments will not be accepted at the warehouse and the material will be refused.
- 8) RGA Acknowledgment must be used as part of the packing list and returned with the material. Do not write/mark on cartons, product or containers of any type.
- 9) **Sheet materials** – Only full rolls will be accepted on pallets that are at least 72" in length. Pallets must be shrink-wrapped and strapped. It is the customer's responsibility to properly secure the material on the pallets being returned to CBCA. **Tile materials** – Only full cartons will be accepted on pallets that are shrink-wrapped and strapped.
- 10) All freight charges must be prepaid. **Collect shipments will be refused.**
- 11) Call 1-800-446-5476 or email the Sales Service Department if you have any changes to your RGA before returning any material to CBCA.
- 12) Once the material has been returned, credit will be issued upon receipt of the materials in good, resalable condition in the original and undamaged packaging, minus any restocking fees. When the returned materials are not in good, resalable condition in the original and undamaged packaging, credit will not be issued.
- 13) A restocking fee of 25% will be applied to return authorizations. The restock charge will be calculated on individual return authorizations based on the original invoice costs.
- 14) A restocking fee of 25% will be waived when the same quantity of the replacement material is ordered at the time of the request for RGA. If the replacement order was cancelled, the restocking fee of 25% will be applied to the original RGA materials.

**The RGA will automatically expire 30 days from the date of issue.** If the materials are NOT returned to the specified CBCA warehouse within 30 days of the RGA date, the shipment will be refused.

### Contact Information

For additional information, please call 919-230-8700

Email: [info@cbcflooring.com](mailto:info@cbcflooring.com)  
[www.cbcflooring.com](http://www.cbcflooring.com)



CBC Flooring