MIDWEST
EST. 1938

FLOORING RETURN POLICY

Effective 2/14/2025

Only stocking items from non-C.O.D. are eligible for return. Returns must be requested within 60 days of the original invoice date. The restocking fee is 25% of the invoiced amount of the product being returned with a minimum $75 restock fee. Returns will be canceled if not returned within 2 weeks of approval. Truck drivers and warehouse personnel are not authorized to accept return of opened, damaged, or otherwise non-sellable material. Final credit is subject to inspection and count when received into our warehouse. Credit will be processed within 7 working days of the return to our warehouse.

Hardwood, Laminate, LVT, SPC,WPC : 2 Pallet Max

- Only stocking items may be returned.
- Full / Unopened / Undamaged cartons only.
- Discontinued / Special Order / Non-Stock items may not be returned.

Porcelain Tile : 2 Pallet Max

- Only stocking items may be returned. Must be 10 cartons or more of the same dye lot.
- Full / Unopened / Undamaged cartons only.
- Discontinued / Special Order / Non-Stock items may not be returned.

Rubber Base :

- Only stocking Rubber Base colors may be returned.
- Full / Unopened / Undamaged cartons only.
- Discontinued / Special Order / Non-Stock items may not be returned.

NON-RETURNABLE ITEMS:

Items purchased on C.O.D., non-stocking items, commercial products, residential sheet vinyl, adhesives, rubber transitions, and carpet cushion.

PLEASE CONTACT YOUR MIDWEST SALES REPRESENTATIVE FOR FURTHER INFORMATION.