



249 Oronoque & Foreshaw Streets, Queenstown, Georgetown, Guyana
Telephone: 592-223-6000 | 592-226-0215 | 592-624-5317 Website: flooritgy.com

FLOOR IT RETURN POLICY

At Floor It, we strive to ensure customer satisfaction with every purchase. If you are not entirely satisfied with your purchase, we're here to help. Please review our return policy outlined below to understand your options.

Return Period: You may return eligible items purchased from Floor It within 7 days of the original purchase date.

Eligibility Criteria: To be eligible for a return, the item must be unused, in the same condition as received, and in the original packaging. Items that show signs of use or damage may not be eligible for a refund or exchange.

Return Procedure:

1. **Contact Us:** Before initiating a return, please contact our sales team at 592-223-6000. Provide your order number and details of the item you wish to return.
2. **Confirmation:** Our sales team will guide you through the return process and confirm whether your item is eligible for return.
3. **Return Authorization:** If eligible, you will receive instructions on how to return the item.
4. **Packaging:** Securely pack the item in its original packaging, including all accessories and manuals.
5. **Return:** Securely and safely return the item to us.

Damaged or Defective Products: If you receive a damaged or defective product from our Company, please contact us promptly to organize a replacement or refund.

Refund Process: Once we receive your returned item, it will be inspected. If the item meets our return criteria, a refund will be initiated to your original method of payment. Please allow 5-7 business days for the refund to reflect in your account.

Exchanges: We only replace items if they are defective or damaged. If you need to exchange your item for the same product, please call us at 592-223-6000.

Consumer Rights and The Consumers Act of Guyana: Our return policy is designed to be in compliance with the Consumers Act of Guyana. We are committed to upholding your rights as a consumer and ensuring fair practices.

For more information on consumer rights, please refer to the Consumers Act of Guyana or visit the official government website.

Contact Information: If you have any questions or concerns about our return policy, please call our sales team at 592-223-6000.

Thank you for choosing Floor It. We appreciate your business and are dedicated to providing you with a positive shopping experience.