

**Commercial Headquarters**

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## MANNINGTON RETURNS POLICY



### COURTESY RETURNS:

By definition, Courtesy Returns are not product complaints. Courtesy Returns are granted when Mannington agrees to accept a return of unused product or materials when there are no manufacturing defects or a complaint of conformance to product specification.

*Courtesy Returns are neither automatic nor uniform in the amount assessed for restocking charges.*

Many variables enter into the assessment of the restock fee amount, not the least of which is our ability to re-dispose of the material.

All courtesy returns must be first approved by Mannington. The terms and conditions of all courtesy returns are exclusively reserved by Mannington, including the right to authorize or reject a courtesy return request of any product. Mannington will not authorize returns for material after thirty (30) business days from invoice date.

Typical restocking fees are 35% of the returned quantity invoiced amount as well as freight and handling costs. The restocking fees and freight costs, as well as any un-sellable product, will be deducted from the credited amount.

Instances of manufacturing/order entry/shipping errors at the fault of Mannington are not courtesy returns. Any return due to a Mannington error will be handled or addressed at no cost to the customer once validated.

- All requests for courtesy returns must be initiated by the respective Mannington District Manager. The District Manager will file a Claim request for return in Salesforce.com documenting the reason for the return. Mannington will verify product acceptability and approve or decline the return at this stage. In order to provide pertinent return documentation for approved returns, a contact name, address and phone # is required.
- Courtesy returns apply only to running line goods. Custom, made-to-order, promotional, off-goods, short rolls or cuts, etc. are not applicable.
- Discontinued, cut, opened, partial cartons or less than roll size material will not be considered.
- For carpet roll goods, the minimum roll size allowed is 75 ft. or 100 yards. The minimum carton quantity for carpet allowed is 75 square yards.
- The minimum carton quantity for hard surface products allowed is 500 square feet.
- Cut or opened rolls of resilient sheet goods cannot be returned. The minimum allowed quantity for returns of resilient sheet goods is 20 lineal feet.
- LVT – Standard sizes only for all LVT and Cirro.
- Sundry items such as adhesives and cleaners are not eligible for return.