

## **ELYSIUM TILES PRODUCT RETURN POLICY**

Elysium Tiles understands the importance of choosing the right product for your project. If you are not completely satisfied with your purchase, Elysium Tiles is happy to accept returns within 30 days of your purchase. **No returns will be accepted after 30 days. 25% restocking fee is assessed on all returns within 30 days. Customer is responsible for all return shipping charges.**

Please read the following information carefully.

- You must request a RMA form by emailing [claims@elysiumtiles.com](mailto:claims@elysiumtiles.com). You will receive a prefilled RMA form within 2 business days. Please fill out the form and email it back to [claims@elysiumtiles.com](mailto:claims@elysiumtiles.com).

### **Returns will not be accepted without the completed RMA form.**

- Elysium Tiles does not pay for return shipping. The customer is responsible for all return shipping charges. Please use a carrier of your choice.
- The following items are final sale and cannot be returned: samples, clearance items, and custom orders.
- All returns must be in their original packaging and in the condition in which they were received. Credit will not be issued for any items returned to us broken. It is imperative that the returned boxes are packaged well - our products are extremely fragile.
- Once we receive your return, your refund will be processed within 5 business days.

### **IMPORTANT - PLEASE READ CAREFULLY**

Once a product has been installed, it cannot be returned. Elysium Tiles is not responsible for product damages, property damage or lost labor costs due to faulty installation. Claims for damage or shortages must be made upon receiving the shipment.

**Thoroughly inspect all products before installation as use will constitute acceptance.** Installed flooring is considered the property of the owner/installer and cannot be exchanged or returned for any reason. For more information, please visit [www.elysiumtiles.com](http://www.elysiumtiles.com) or contact Customer Service by calling 714-991-7885.

### **CANCELLATIONS**

Orders cancelled prior to shipping can be cancelled without penalty. If you decide to cancel an order, please call our customer care specialists immediately at 714-991-7885. Hours are Monday-Friday 8 am to 5 pm (Pacific Time). Once an order has been loaded and is in route to the shipping address, Elysium Tiles will charge all applicable shipping fees as part of the return. The customer is solely responsible for all return shipping costs. Any items returned without return authorization, including canceled orders and refused shipments, are subject to a 25 percent restocking fee.

### **REFUSED ORDERS**

**DO NOT REFUSE ANY SHIPMENT.** If your shipment arrives damaged, call our customer care center at 714-991-7885 immediately for assistance with getting replacements sent to you. (Please see Damages Policy). If you refuse to accept an order, Elysium Tiles will charge all applicable shipping fees as part of the return. The customer is solely responsible for all outgoing and return shipping costs. Any items returned without return authorization, including canceled orders and refused shipments, are subject to a 25 percent restocking fee.