



Bentham Plank

SHIPPING & RETURN POLICY

(888)988-1168 info@benthamplank.com benthamplank.com

Measurements/Quantity Check:

The recipient(customer/end-user/installer) is responsible for checking and confirming the quantity and measurements of Bentham Plank's products. In its sole discretion, Bentham Plank reserves the right to limit the amount of any product or purchase.

Shipping & Delivery:

- Bentham Plank is only responsible for delivering purchased products to the jobsite, the recipient(customer/end-user/installer) is responsible for unloading the shipment.
- Bentham Plank delivery drivers are not responsible for unloading shipments.
- Quantity and quality claims must be made by the recipient before the installation, however, Bentham Plank delivery drivers are not responsible for responding to any complaints about the product.
- All Bentham Plank product shipments require the recipient to prepare a forklift at the delivery location for unloading.
- Bentham Plank charges a \$99.00 flat fee for delivery within 20 miles, and \$150.00 for up to 40 miles.
- The delivery fee will not be refunded once the shipping starts(Products leave the warehouse).
- Bentham Plank delivery drivers will leave the jobsite after 30 minutes of waiting time if there's no one doing unloading. The delivery fee will not be refunded due to this reason and will be charged again for rescheduling another delivery.
- The recipient's signature is required upon receipt of the shipment, not signing the delivery slip indicates not accepting the shipment. The driver will take all the cartons back to the warehouse and the delivery fee will not be refunded.

60 Days Return Policy

Returns and exchanges are only accepted within 60 days of delivery/pick up with a valid sales receipt. Bentham Plank reserves the right to limit or deny returns or exchanges.

For all returns:

- All returned Bentham Plank Products must be undamaged and in original condition and packages.
- Bentham Plank does not accept any product that is not in the original package and condition.
- Products returned within 30 days of delivery/pick up and in original packaging and original condition will be fully refunded.
- Products returned within 60 days but over 30 days of delivery/pick up and in original packaging and original condition will be charged a 25% restocking fee.

- Returns over 60 days from delivery/pick up or without an original sales receipt will be charged a 25% restocking fee and processed for merchandise credit.

Important - Please Read Carefully

- It is the installer's responsibility to open up to 5 cartons and inspect the flooring for proper color, grade, visible manufacturing defects, damage, or otherwise unsatisfactory appearance BEFORE the installation.
- Do not install damaged, or visibly unsatisfactory material. Installing a plank constitutes acceptance of its appearance.
- After identifying a visible problem, do not open any additional cartons. Contact us immediately.
- Returns or exchanges are not permitted on opened cartons or special orders unless production defects are found.
- Already-installed Bentham Plank flooring products are considered accepted by the customer and cannot be exchanged or returned for any reason.
- Bentham Plank is not responsible for defects or damages, property damages, or lost labor costs due to faulty installation.
- Please carefully read Bentham Plank Installation Guidelines before installing the product.

Special Orders

Special order items will be charged in full at the time of ordering. Bentham Plank is not responsible for any and will not be held responsible for delays beyond our control. No cancellations, refunds, exchanges, or credits will be honored for any special order or custom-built items. It is the customer's responsibility, at the time of ordering a special order item, to include an estimated time of arrival.

Customized Accessories

Customized orders such as reducers, stair parts, nosings, etc, are non-refundable and non-returnable once tendered. Please check carefully if the products are damaged or defective and contact us for exchange, Bentham Plank is not responsible for any damage or defective once the delivery slip is signed.

Call Bentham Plank Customer Service at (888)988-1168 or email support@benthamplank.com for further assistance.