

OHIO
RUBBER
AND FLOORS
COMMERCIAL • RESIDENTIAL • ATHLETICS

RETURN POLICY

It is our number one priority to satisfy our customers, we understand that things change that may require you to return material.

Our policy states:

- Returns must be made within 60 days of the purchase date
- Returns must be stocking items ONLY: Customer pays all shipping costs and 25% Re-stock fee
- Ex: 8MM Rolls, 8MM Tiles, 2MM, 5MM & 10MM Underlayment Blue, Red, Blue/Grey, Grey, Black and Eggshell
- No return can be made until you have spoken with a Ohio Rubber Representative and received consent to arrange the return, and obtain a RMA.
- No returns will be accepted for opened boxes, cartons or bundles. We will only accept returns of material in original manufacturers packaging.
- On custom make or special-order products, this policy does not apply unless the product is defective. Unapproved returns may be

refused upon delivery resulting in you to incur additional fees and return shipping costs.

If you have any questions regarding any returns please call us at 567-259-3898.