



Purchasing

- All prices listed are subject to change without notice
- Must have an active and current account to purchase special order and running line Tile products
 - Tile products refers to, but is not limited to, ceramic/porcelain tile, stone, luxury vinyl, mosaics, accessories
- Stocked Discontinued products are available for public purchase
- Tile is purchased in full cartons, unless otherwise stated

Note: Access to, or knowledge of, current and/or previous pricing does not grant the privilege of purchasing at previous product pricing. Insulation and Supply does not guarantee pricing.

Special Order

- Special Order product is **NOT** returnable
- Orders are considered *non-cancellable*, unless Insulation & Supply Co. can cancel without penalty
- Special order products may be subject to a 50% non-refundable down payment
- All special-order product that is not picked up will be subject to full invoicing, restocking fees, and all applicable shipping charges, unless approved by sales director.

Returns

- Inspect product upon receiving to ensure quality and accuracy
- 60-day return policy; In order to be entitled to a refund or credit, eligible products must be returned within 60 days of pickup/delivery
- All returns must have a Return Authorization form and an issued RMA# prior to being accepted as a return
 - Contact your warehouse to submit your return form
 - Route drivers cannot pick up or accept returns without an RMA# or notice
- 60-day return policy; In order to be entitled to a refund or credit, eligible products must be returned within 60 days of pickup/delivery
- Product **must** meet the following criteria to be accepted for return
 - In clean, undamaged, and saleable condition
 - Tile must be in complete cartons, does not apply to products sold individually
- All returns will be inspected when received. Credits will be issued after inspection.
- Cancelled stock orders that have been pulled and assembled for pickup or shipment may be subject to a 35% restocking fee

Claims

- **INSPECT ALL PRODUCTS BEFORE INSTALLING**- No claims will be accepted on installed materials
- Contact your Account Manager to start a claim