

Policies

Returns and Exchange Policy

We are very confident and guarantee the quality of our product! We want you to be satisfied with your order so we thoroughly check each order before shipment. Please call us at 888-818-7181 or 212-203-6946 or email us at sales@modularitytiles.com if you have an issue with a purchase.

a) Defective products will be exchanged promptly.

b) Product damaged in transit: we will exchange products that were damaged in transit providing that we are made aware of the damage at the time of delivery. Important: Customer must note on bill of lading, in the presence of the driver, that product was received in a damaged condition. If possible, please take digital photos to provide visual proof of damage. Without a notation of damage we are unable to file a claim against the shipping carrier and may be unable to provide replacement.

c) We accept returns of unused and undamaged non-defective product within 10 business days. There is a minimum 15% restocking fee and the customer is responsible for all round-trip freight charges. After product has been inspected and the return has been approved, we will issue a refund in the same form that we received payment (i.e. if you paid by credit card, we will issue a credit card refund, etc.). We cannot accept returns of used product. Customer must carefully repack materials in a manner suitable for return shipment without damage. Customer is responsible for any damage incurred during return shipment.

d) We are not able to accept returns on custom orders, sale items and items purchased using a discount code.

Cancellations

We reserve the right to charge a cancellation fee of the greater of \$200 or 1% of the invoice price for any canceled order prior to shipment. Orders canceled after shipment are subject to our Return Policy.

CONTRACT AND SPECIAL ORDERS BY PHONE:

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