



ZEN Wholesale Cabinetry - Flooring

PURCHASING TERMS, CONDITIONS, & POLICIES

Order Verification & Payment

- Customers are required to verify square footage, item quantities, and product details before placing an order. Please notify ZEN of any discrepancies prior to processing.
- Please review the quote details carefully, including quantities, colors, and sizes, before finalizing your order. If you have any questions, feel free to reach out to your ZEN sales representative.
- ZEN is not responsible for any missing or lost items after pickup or delivery unless reported via email.
- All flooring orders require full payment (100%) at the time of order placement.
- At the time of pickup or delivery, customers are required to verify the square footage, color, and size of items against the packing slip. A signature is necessary to confirm receipt.

Return & Exchange Policy

- Returns or exchanges are not allowed for installed flooring, special-order flooring, or used accessories.
- Service-related fees, including installation, modification, shipping, and delivery, are non-refundable.
- All flooring returns must be inspected and are handled on a case-by-case basis. ZEN is not responsible for any shipping costs, and customers are required to cover these expenses. Please note that open boxes are **non-refundable**.

Missing Items & Damages Policy

- Customers are responsible for verifying the square footage, color, and size of items against the packing slip upon pickup or delivery. ZEN is not liable for any missing or lost items after they have been received.
- Report any missing items or damages to the shipper within 24 hours of delivery. Failure to do so may result in the denial of your claim.
- If using your own carrier (USPS, UPS, FedEx), any transportation-related damages must be claimed directly with the carrier. Additional purchases may be required.
- Always compare the packing slip with the received items. Any discrepancies or damages must be reported to your sales representative within 3 days of delivery.