

FLOORING DELIVERY: WHAT TO EXPECT

On Delivery Day

Before signing the delivery receipt accepting your order, please follow these guidelines:

- Validate the product against your Sales Order
- Inspect and verify the quantity received and SKU number on each box matches your order confirmation. Please ensure the correct material was delivered. Call us within 4 days so we may assist you with a reship if your order is incorrect.
- Keep all original packaging, including pallets, until you have confirmed your order is correct. If any part of your order is damaged do not discard the material. We will assist in replacing your items for the same item, and advise how to proceed with the damaged material.
- If the product is in very poor condition when delivered, you have the option of refusing it with the carrier. Also, make a note on the delivery receipt and please call us within one (1) business day.
- If you cannot accept the order on the day of delivery for any reason, please first contact the carrier to reschedule, and email us at websales@ampro-online.com. Fees may apply for storage, change of address, or bringing the order back to our location.
- Since all wood products are natural materials, they will have color variation. Please open one (1) box prior to acclimation or installation to ensure you are pleased with the color. Be advised, only unopened products can be returned. Please see our return and exchange policy for any applicable fees.
- If a possible milling issue is discovered during installation, please stop installation immediately and contact Ampro at websales@ampro-online.com

Cancellations / Returns / Exchange Policy

Canceled Orders

- If you need to cancel your order after it has been shipped, your order may be subject to a 20% cancellation fee as well as the cost to stop and return the shipment charged by the shipping company.
- Orders canceled prior to shipping are not subject to any surcharges or cancellation fees. If you need to cancel, please email us at websales@ampro-online.com

Return Policy/Exchange Policy

- All returns must be approved by Ampro and issued an RMA number within 30 days of receipt of the product.
- Material must be in original packaging and must be palletized.
- Customer is responsible for any damage incurred during return shipment.
- Customer is responsible for ALL return shipping costs.
- Special orders, clearance, and discontinued items are not eligible for return/exchange.



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