



## **RETURN & REFUND POLICY**

### **RETURNS WITHIN 30 DAYS**

If you are not satisfied with your purchase, you may return eligible items within 30 days of the purchase date. To initiate a return, please email [support@costco.tilemart.com](mailto:support@costco.tilemart.com) with your name, order number, and the item(s) you wish to return.

Requirements and conditions for returns:

- Items must be in their original packaging, unused, and undamaged.
- All original shipping labels must be removed.
- Return shipping must be arranged and paid for by the customer.

Once your return is received at a Tile Mart warehouse, it will be inspected. The refund will be processed to your original payment method within 10 business days.

### **RETURNS AFTER 30 DAYS (UP TO 90 DAYS)**

If you ordered excess material or no longer need your product, we will accept returns up to 90 days from the date of purchase. To initiate a return, please email [support@costco.tilemart.com](mailto:support@costco.tilemart.com) with your name, order number, and the item(s) you wish to return.

Requirements and conditions for returns after 30 days:

- Items must be in their original packaging, unused, and undamaged.
- All original shipping labels must be removed.
- A 25% restocking fee will apply.
- Return shipping must be arranged and paid for by the customer.

Once your return is received at a Tile Mart warehouse, it will be inspected. The refund will be processed to your original payment method within 10 business days.