

Commercial Headquarters

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MANNINGTON CANCELLATION POLICY



CUSTOMER CANCELLATIONS – ALL PRODUCTS:

- Custom orders (including custom weights and colors), non-standard products, logos, design floors, borders, motifs, special sizes (including widths), carpets with special backings, and made-to-order items cannot be cancelled.
- Orders for cuts of carpet and resilient sheet cannot be cancelled if the cut has been processed.
- An order is not considered cancelled until it is given a cancellation number or code.
- Purchase orders are required for all orders of:
 - 1,000 or more square yards or carpet or resilient sheet
 - Totaling \$25,000 or more
 - Made-to-order or custom products.
 - All Strategic Accounts and International orders.
- Restocking fee is 35% for any approved cancellations and/or order reductions.
- Orders held per customer's request for more than thirty (30) days from original requested ship date are subject to a 25% storage fee for every thirty (30) days thereafter.
- If an order has already left the shipping dock when cancellation is requested, it must be filed as a Return (see Returns Policy for more information).

LUXURY VINYL TILE (LVT)

- Orders must be cancelled at least 72 hours prior to ship date.
- If the material for the order has been cut and/or is within 72 hours of scheduled ship date, a 35% restocking fee will be assessed.

CARPET

- Orders less than 500 square yards for standard items may be cancelled if the production of the carpet has not started. (This is usually a one-week window, other than Xpress offerings.)
- Orders for 500 square yards or more for standard items may not be reduced or cancelled.

RESILIENT SHEET AND TILE

- Orders for 500 square yards or more for standard items may not be reduced or cancelled.

CONTACT MANNINGTON CUSTOMER SERVICE AT 1-800-241-2262 OPTION 1 FOR MORE INFORMATION AND AVAILABLE OPTIONS.