



Our policies

Cancellation policy

Once an order is deemed to be produced, Wickham Hardwood Flooring does not authorize any order cancellations. Wickham will not accept any order cancellation. Customers must assume all responsibilities as understood upon reception of the order form.

Minimum order policy

Setup time (machine downtime, labour, general fees) and opportunity losses are major factors to consider when determining the cost price. In order to maintain the most competitive prices on the market, Wickham Hardwood Flooring has no choice but to establish a minimum order policy.

Wickham Hardwood Flooring reserves a delay of one to ten (10) days to produce any order of 100 ft² and/or less. This allows Wickham Hardwood Flooring to combine your small order with another and therefore reduce production costs. Moreover, Wickham will apply an additional \$75 to any production of 150 ft² and/or less. Only WHF has the authority to judge certain situations as "exceptions."

In order to avoid such problems, Wickham Hardwood Flooring reminds you that for each order, a loss of 5%+ must be added to your required square footage. Wickham Hardwood Flooring assumes no responsibility for the surplus material, and in the event of a return, additional fees will be added to the invoice.

Transportation program (Quebec)

All shipments within Quebec will be handled by Rosedale.

For customers outside large cities, Wickham Hardwood Flooring will handle transportation to the nearest Rosedale logistics terminal. For example, for an order shipped to Rimouski, Wickham will handle transportation to the Rosedale terminal in Quebec, and the customer will be responsible for handling their order from there.

Delivery fees will not apply on orders of over 500 ft² that are delivered to the same location. Note that orders can be accumulated and combined in order to obtain free delivery. Any delivery of under 500 ft² will include a \$65 transportation fee.

Restocking policy

Wickham Hardwood Flooring exonerates itself of any returns on any orders. Considering the difficulty of reselling these orders, Wickham Hardwood Flooring will not take back any surplus orders or materials, unless approved by WHF. A merchandise return with approval will include a fee of 30% of the acquired material, in addition to the responsibility of handling the transportation of the returned material.

Return policy

Return policy for Domestic floors:

- To return merchandise, make sure you have your receipt.
- Returned boxes must be intact. Packaging must not be opened or altered.
- The rustic grade is sold as is. No returns are permitted for this grade.
- Merchandise returns must be done within 30 days of purchase.
- Transportation and merchandise return fees are at the customer's expense.