

Longust Distributing's Guide To Returning Material

Dear Customer,

To serve you better, we have simplified the process of returning material to Longust Distributing LLC.

If LDI guidelines are followed, we will pick up and credit almost all returned material within 15 days of receipt of your request.

Please help us by reviewing this brochure with everyone in your organization involved in the return process. All inquiries and questions about returns can be directed to 800-352-0521 Ext. 3438

Thank you for your continued support.

Julie Mejia
Inventory Manager
Longust Distributing LLC.

Returned Material Handling Charges and Requirements

**All Flooring, Deco, Wall, Ceramic,
Porcelain & Stone** (Current Line - Full Cartons)
*LDI must have at least 500 sf of matching running in stock.

Wood, Laminate & LVT
* Only current line, locally stocked material may be returned.

Customer Return To Our Dock	LDI Truck Pick Up
25%	35%

Special Order Materials May NOT Be Returned To LDI

How To Request A Return Authorization from Longust Distributing

To submit a request an RMA please e-mail to [Returns@Longust.com](mailto>Returns@Longust.com)

1. Please have the following information ready:
 - a. A copy of the invoice, order, or reference number for the goods to be returned.
 - b. A description of the problem or reason for return.
 - c. The current location of the material.
 - d. Provide information as to when material will be available at your store for pick up by our driver or delivered to our warehouse (except when materials are being returned by a prepaid common carrier).

2. Material must be inspected and properly staged – **Tile may NOT be Flat Stacked**

Returns Guidelines

1. No returns accepted without a Return Authorization Number (RA #)
2. We will not accept special order trim pieces, loose tiles, discontinued patterns, non-stocking items, drops, seconds or special's list items for return.
3. We will only accept factory sealed cartons that match current inventory provided they are in good condition and no material older than 60 days from date of invoice.
4. All returns are subject to the handling charges listed or a \$75.00 minimum per invoice, with the exception of LDI errors and mill claims.
5. All LDI errors will be taken back without a handling charge.
6. Dealer requested returns from a freight line delivery.
 - Must be returned freight prepaid by the dealer.
 - Must have a RA# listed in the bill of lading.
7. Mill direct material cannot be returned unless the manufacturer will accept it and will then be subject to handling and freight charges. Upon receipt of an RA# from the manufacturer the dealer will be responsible to prepay the freight and return the material to LDI.
8. Please make sure your material is available to be picked up at your warehouse before calling LDI to request a pick-up delivery or return.
9. Customers on COD should make prior arrangements with the Credit Department regarding replacement material when original material is being picked up.