

Trinity Bamboo's 30-Day Satisfaction Guarantee

At Trinity Bamboo, your satisfaction is our satisfaction. As such, if you are not completely satisfied with our products, just give us a call or send us an email and we'll pick up the products and issue you a full refund. Please do read the following Terms and Conditions.

Small Problems: Have a damaged product, found a small problem, or just need some help? Please give us the opportunity to provide you with the excellent customer service you deserve. Call us at 1-888-248-6538 or send us an email at customerservice@trinitybamboo.com.

To qualify for a refund:

- You must contact Trinity Bamboo in writing within 30 days of having received your order. Please include your order number.
- All of the products must be in their original packaging and must be in the same condition as when they were delivered to your home or job site. **Note:** If you've opened up one or two boxes of flooring, no problem – we'll take these back and refund your money for this material as well.
- The products (except for the one or two boxes noted above) must not have been used, installed, or marked in any way.

Full Order Returns: In order to receive a full payment refund, your order must be returned in its entirety. This means every item you received on the date of delivery must be returned in new condition in its original packaging.

Partial Order Returns: Order too much? If you're looking to return only a portion of your order, we will cheerfully help. **Please take note of our Partial Order Return Policy:**

- If you would like us to arrange Partial Order Return pick up, you will be responsible for covering the return shipping costs.
- All Partial Order Returns must be returned in their original condition and packaging.
- All Partial Order Returns must be returned within 30 days of their delivery date.

Details to Note: Our 30 Day Satisfaction Guarantee only applies to regular Trinity Bamboo products. This means that our 30 Day Satisfaction Guarantee does not extend to custom made and special orders, or clearance items for both full and partial order returns. Contact our friendly customer service staff if you're unsure whether or not your product qualifies. Any questions? Give us a call at 1-888-248-6538, or send us an email at customerservice@trinitybamboo.com. We appreciate your business.