

# ***Terms***

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Floors Northwest is conveniently located at 694 and East River Road in Minneapolis.

Our address is **5155 E. River Road, Suite #414**  
**Minneapolis, MN 55421**

Our business hours are 7:00 a.m. to 4:30 p.m., Monday through Friday, and Saturdays by appointment. You can reach us at 763-586-7070 in the Minneapolis/St. Paul area or on our toll-free number: 1-800-284-3595. You can also fax us 24 hours a day at 763-586-7074.

Floors Northwest can also be reached at our website, **[www.floorsnw.com](http://www.floorsnw.com)**.

**SHIPPING:** Our orders are shipped UPS, SPEEDEE, or by truck. We do our best to ship your order the same day that it is placed. PLEASE INSPECT YOUR SHIPMENT CAREFULLY FOR DAMAGE BEFORE SIGNING FOR IT. While claims are infrequent, we will be happy to assist you in making a claim if necessary. Any damage must be noted on the Bill of Lading.

**VOLUME DISCOUNTS:** Call Scott Groenke.

**DROP SHIPMENTS:** We are able to drop ship from most of our manufacturers. Special pricing is available for these orders.

**FREIGHT:** Call for quote.

**TERMS OF SALE:** Customers approved for an Open Account, will receive payment terms and credit limits. We accept cash, checks, money orders, and bank transfers. For your convenience we also accept MasterCard, Visa, Discover and American Express. Past due accounts (over thirty (30) days from date of invoice) will be subject to a monthly service charge of 1.5% per month on the past due balance.

**RETURNS:** Our sales department must authorize all returns. Items returned must be in good condition and in the original carton. Returns must be made within 30 days from the date of sale and a 25% restocking charge will apply. We do not accept returns on water-based urethane, special order, or non-inventory items. Customers are responsible for any and all freight expenses involved in the returning of product.

## Technical Support Resource People

Floors Northwest, Inc.	Scott Groenke	763-586-7070 800-284-3595
CDC Larue	Jeff Simpson	918-344-8689
Crawford Labs	Sharon Payne	800-FLOOROCK