

CDC DISTRIBUTORS, INC.



Conditions of Sale

Returns-Claims Policy

Effective: April 1, 2025

LOCATIONS

Cincinnati (Corporate HQ)

10511 Medallion Dr.
Cincinnati, Ohio 45241
513-771-3100
Warehouse Hours 7:00 am - 4:00 pm.
Customer Service 8:00 am – 5:00 pm. (ET)
Fax number 513-771-2920

Cleveland

201 Ken Mar Industrial Pkwy
Broadway Heights, Ohio 44147
513-570-1888 Ext. 1066
Warehouse Hours: 7:30 am.- 3:30 pm.

Columbus

5019 Transamerica Dr.
Columbus, Ohio 43228
614-876-4057
Warehouse Hours: 7:00 am - 3:00 pm.

Evansville

1312 W Illinois St
Evansville, IN 47710
513-771-3100 ext. 1047
Warehouse Hours: 7:00 am - 3:00 pm (CT)

Indianapolis

5801 W 82nd St. Ste. 101
Indianapolis, IN 46378
317-241-2321
Warehouse Hours: 7:30 am - 4:00 pm.

Plymouth

41100 Plymouth Rd Ste. 150 Q-Hut
Plymouth, MI 48170
734-513-6640
Warehouse Hours: 7:00 am - 3:00 pm.

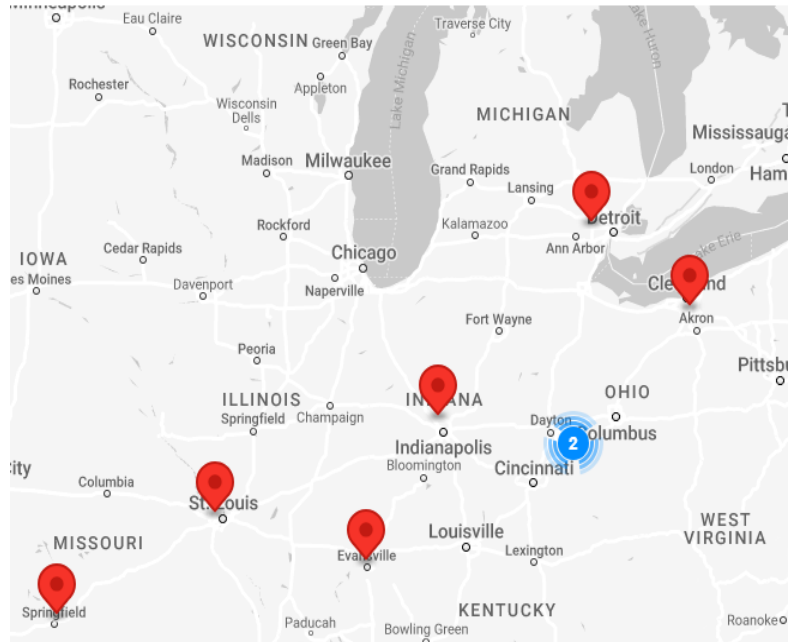
St Louis

2553 Rock Hill Ind. Ct
St. Louis, MO 63144
314-968-3055
Warehouse Hours: 7:00 am - 3:30 pm. (CT)

Springfield

2827 Oakgrove Ave.
Springfield, MO 65803
417-862-5006
Warehouse Hours: 8:00 am – 4:30 pm. (CT)

**ALL LOCATIONS ARE OPEN
MONDAY – FRIDAY
CLOSED SATURDAY &
SUNDAY**



ET – Eastern Time Zone
CT – Central Time Zone

TERMS AND CONDITION OF SALE

PLACING ORDERS

Orders can be placed with Customer Service **1-800-678-2321**
8 am to 5 pm, Monday thru Friday Eastern Time Zone (ET).

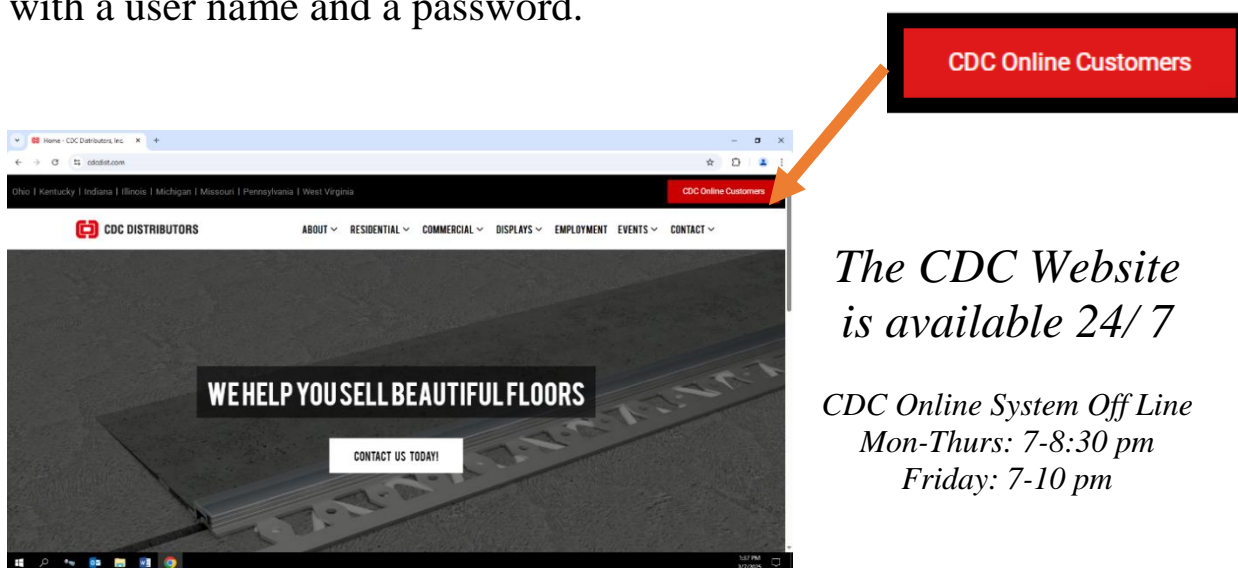
We suggest the use of a **purchase order number** and a **customer side mark** on every order and appreciate your time for your order to be read back to you for confirmation.

CDC will *hold* merchandise for your pending sales for a 24 hour period.

In the event of an item no longer being available, CDC will contact you about a substitute item. You can choose to accept or cancel your order at that time.

‘Online Ordering’ is now available thru our Website
www.cdcdist.com.

Authorized users can register online and will be contacted via email with a user name and a password.



The image shows a screenshot of a web browser displaying the CDC Distributors website. The browser's address bar shows 'www.cdcdist.com'. The website header includes the CDC logo and navigation links: ABOUT, RESIDENTIAL, COMMERCIAL, DISPLAYS, EMPLOYMENT, EVENTS, and CONTACT. A red button labeled 'CDC Online Customers' is visible in the top right corner of the website. An orange arrow points from a red callout box containing the text 'CDC Online Customers' to this button. The main content area of the website features a large image of a floor with the text 'WE HELP YOU SELL BEAUTIFUL FLOORS' and a 'CONTACT US TODAY!' button.

*The CDC Website
is available 24/ 7*

*CDC Online System Off Line
Mon-Thurs: 7-8:30 pm
Friday: 7-10 pm*

STOCK ORDERS

All stock orders must ship within **30 days**.

Sold job orders must ship within **60 days**.

Any order not shipping within this time period will be canceled.

NON STOCKING / SPECIAL ORDERS

A *Special Order Confirmation* (SOC) will be emailed to you for a signature to confirm the order is correct. Your order will not be released for ordering until you confirm and sign.

Please confirm the item, quantity, color, price, are correct BEFORE signing and returning. You will also need to choose a method of shipment. **THESE ORDERS ARE NON CANCELABLE** once in production at the manufacturer.

Orders must be picked up or shipped within **45 days** or the customer will be billed.

PROMOTIONAL / EVENT ORDERS

These orders have a '*Must Ship by Date*' to receive the promotional price. Orders will be scheduled to ship immediately, by the date on the flyer or as product becomes available. Please refer to the event flyer/booklet for more detailed shipping information.

PRICING & TERMS

All prices are subject to change without notice.

Standard Payment Terms apply. Contact your CDC Credit person for payment terms.

FREIGHT & SHIPPING

Shipping Delays

Logistics Manager or Customer Service will contact you about delays in shipping due to production, weather or delivery issues.

Our Truck Delivery

CDC Distributors makes deliveries via **our truck** in our area of service.

Dates of delivery and freight charges can be communicated by our Customer Service department. There will be only one delivery charge per stop.

Job Site Deliveries

All jobsite deliveries made by our trucks must be ordered thru our Customer Service department and approved by our Logistics Department prior to shipping.

There is a minimum charge of **\$250.00** for all job site deliveries. A contact name and number is required and if there is a dock available at the site. Residential job sites are not permitted.

Location must have equipment on site to unload truck.

Factory Direct

These orders can be placed with Customer Service. Customer will be responsible for freight charges that are assigned by the vendor and will be billed to you via your CDC account. No post office boxes.

Common Carrier

CDC reserves the right to select an outside carrier to deliver the order because of size or location. All freight and surcharges are the responsibility of the consignee and any damages must be noted on the receipt and signed also by the driver.

FREIGHT & SHIPPING, cont.

Warehouse Pick Up

CDC offers pick up service at all of our branches. Please make sure your driver or installer has the ticket number or the job name and the item they are picking up. We no longer cut carpet or vinyl **prior to pick up. Customer will be charged for Non Stock items not picked up within 45 days.**

RETURN POLICY

- *Only select material is returnable with a prior Return Authorization.
- *Please contact Customer Service with the invoice number, item and quantity for your authorization.
- *Credit will be issued on current running material and will be inspected upon return. Product must be in sellable condition.
No credit for open or taped carton.
- *Returns other than defective or by CDC error are subject to restock.
- *Returns are different from Claims. Please contact your CDC Rep.
 - Approved items must be returned within **60 days** of invoice. A Minimum **\$150 restock charge or 25%** restock will apply, whichever is greater.
 - Minimum of **5** cartons in the same run of LVT, Wood and Laminate.
 - Carpet and vinyl cut orders may be returned on a negotiated basis. No carpet or vinyl less than 15' will be returned.
 - Non-Stocking, Dropped, and Closeout items are **NON RETURNABLE.**
 - **ALL CERAMIC PRODUCTS ARE NON RETURNABLE.**

We ask that you do not request a Return Authorization for material currently on job site. Please have material in original unopened resellable cartons or packaging for our drivers at your store location for pick up. **Return Authorizations will be canceled after 60 days unless communicated.**

CLAIM PROCEDURE

CDC Distributors processes claims on the basis of Manufacture's Warranties. Potential claims must be inspected by Dealer or the Owner/Manager before claim is submitted to make sure the claim is not an installation problem, maintenance problem, or consumer misinformation problem.

STEP 1: After dealer inspection, if not a job site condition, maintenance or installation problem:

The dealer is to contact their CDC REPRESENTATIVE to inspect and fill out a Claim Form. Dealer is to provide the CDC Rep with all invoice information, details of complaint, along with consumer information and amount of claim. A photo or sample is required. A dealer representative must accompany the CDC representative if a site inspection is required.

STEP 2: All claims will be submitted to the mill and resolved in a timely fashion. The mill will give disposition to CDC Claims Department to notify dealer of claim resolution:

- 1) Full Credit
- 2) Adjustment
- 3) Return Authorization
- 4) Turn Down

NOTE: NO CLAIMS WILL BE CONSIDERED FOR MATERIALS PURCHASED AS OFF GOODS, SUCH AS SECONDS, TRIALS OR CLOSEOUTS.

1. **CDC's Salesperson** - **Does not** have the authority to settle claims. Offers of settlement will only come from CDC's Claim Department or CDC Management. Verbal offers will be followed up with written confirmation.
2. **Visual Defects** - It is the dealer's responsibility to examine all products for correct size, style, and color, along with obvious visual defects, such as missing tufts or streaks. If the defect is bad enough to not be settled by an adjustment, then it should not have been installed. Labor is excluded even on a justified claim on visual defects.

CLAIM PROCEDURE cont.

3. **Replacement Orders** - Must be approved and ordered thru their CDC Rep. NO EXCEPTIONS! Failure to do so could result in claim turn down.
4. **Goods Being Returned** - No merchandise will be picked up without a Return Authorization issued by Claims Manager. This protects all parties. There must be a paperwork trail, otherwise mistakes happen.
5. **Independent Inspection** - Cost of independent inspections will be the responsibility of the dealers unless requested by the manufacturer.
6. **Installation** - Products not installed in accordance with manufacturer's policy will not be covered.
7. **Labor reimbursement** - will be considered after a sample is submitted to the mill, on a case by case basis.

The above information supersedes all previous policies and defines the return process for various products.

Updates about your Claim can take 30 days or more to resolve. Contact your CDC Representative for more information or send an email to claims@cdcdist.com.

Product information, Installation and Maintenance are available on the CDC website at www.cdcdist.com.