



Delivery Policy

Important: No credit will be issued unless shortage/damages are noted on the bill of lading at the time of delivery.

Receiving material via LTL carrier

All material should be inspected and approved before installation. Once installed, material is considered accepted by customer.

All material should be inspected for damage upon receipt from the carrier.

If damage appears, please be sure to note the carrier's delivery note and take picture of the damage or else we cannot issue you a credit/free replacement.

Logistics issues or wrong merchandise received should be reported immediately to LW Flooring. Most of the time, this is not the carrier's responsibility unless you have received another dealer's product. LW Flooring will research the order to see if it was the carrier, shipping, order entry, or customer error and handle it accordingly.

Concealed damage must be reported to LW Flooring within three (3) days of delivery.

The request for replacement or allowance will be reviewed. The determination will be based on the actual delivery date and type of damage.

Pick up orders

A Sales Order number must be provided to our warehouse staff for all pick up orders. Please require all individuals picking up material from an LW Flooring Warehouse to provide a copy of this Sales Order and a valid photo ID at time of pick up.

LW Flooring will hold all running line material up to 10 days after receipt of order. If after 10 days, your order has not been picked up, we will cancel the order and return the material to stock. If you would like to reschedule your pick up date, please contact one of our customer service representatives.

LTL Partner Carriers



For questions regarding our Delivery Policy, please contact support at: Info@LWFlooring.com