



VitaFloor USA Inc. Return & Refund Policy

Thanks for shopping at VitaFloor.com. If you are not entirely satisfied with your purchase, we're here to help.

Return & Refund Policy for Sedelagic products:

You have 30 calendar days to return an item from the date of receipt.

To be eligible for a return, you must obtain written approval from us before returning the item and your item must be unused and in the same condition that you received it.

It must be in the original packaging, with receipt or proof of purchase.

Once we have received your item, we will inspect it and notify you on the status of your refund.

If your return is approved, we will initiate a refund to your credit card (or original method of payment), minus a \$25 re-stocking charge and any freight costs we may have incurred (e.g. free shipping promo etc.).

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

You will be responsible for paying your own return shipping costs. Shipping costs are non-refundable.

Return & Refund Policy for VitaFloor and Q-Line products:

In the event that you wish to return a product, you must first contact us by telephone and explain the reason(s) for return. We may then, in our sole discretion, issue a written return authorization. We are not obligated to accept the return of any product without having first issued a written return authorization for the specific product being returned. Any unauthorized product returns received by us will be disposed of by us with no credit issued to the returning customer. All authorized product returns must be shipped freight prepaid to the location specified on the return authorization. For all authorized returns, we will issue credit (no refunds) at the net purchase price paid by customer provided that: customer has obtained prior written authorization for all returned products: all returned products are in their original packaging and include all original documentation; and customer has paid us in full for all returned products. Products damaged due to any of the following reasons are ineligible for return: (a) post-purchase wear and tear; (b) use deviating from the user manual provided with the products; (c) failure to properly maintain the products; (d) defective maintenance of the products; and (e) installation, assembly, modification or repair by customer or third parties. Products specially made to customers' specifications are also ineligible for return. Issuance of credit for returned products is conditioned upon our inspection and approval of products upon their return. If we determine, in our sole discretion, that any returned products are not eligible for return due to any of the foregoing reasons for ineligibility, customer will not receive a credit for the return, notwithstanding our issuance of a written return authorization.

Contact Us

If you have any questions on our return policy or how to return your item to us, contact us at info@vitafloor.com or at 352-737-6743.