



Bulldog Coatings LLC Refund and Return Policy

Bulldog Coatings LLC appreciates you, our customer and strives to provide you with the best quality customer service available. If you have made a purchase from Bulldog Coatings LLC, you are entitled to the following refund policy conditional to the terms below.

Terms and Conditions

- Bulldog Coatings LLC will offer a refund on products that are eligible for return, and will charge 20% of the returned order as a restocking fee
- Bulldog Coatings LLC will only return items purchased within 30 days of the original purchase date with proof of purchase.
- Refunds and returns are subject to a processing period of 30 days.
- The refund amount shall not exceed the original price of the purchase.
- Refunds will be directed to the account that was used to make the original purchase.
- There will be no refund checks, cash equivalents, or Bulldog Coatings LLC online store credit given for refunds.

Bulldog Coatings LLC Products Eligible for Refunds & Returns

Bulldog Coatings LLC retails two distinct products: Wood Finishing Products and Prefinished Hardwood Flooring.

Refund & Return Policy : Prefinished Hardwood Flooring

- Prefinished Hardwood Flooring is categorized as hardwood flooring products produced and finished by Bulldog Coatings LLC that are intended to be walked on such as flooring and stairway products. This includes all finished and unfinished wood products purchased from Bulldog Coatings LLC.
- All prefinished hardwood flooring purchased from Bulldog Coatings LLC will not be accepted for return and will be non-refundable once installed. Installation of the product is an action of consent that the product is acceptable for use.

- All returns on prefinished hardwood flooring are subject to an evaluation by a Bulldog Coatings LLC representative to assess the situation and to attempt a remedy to correct the problem before processing a return. A consultation will be required to determine the condition of the purchased flooring before processing a refund.
- Prefinished hardwood flooring is nonrefundable until a Bulldog Coatings LLC representative assesses the reason for the return and exhausts all potential methods for correcting the problem prior to processing a return.
- If the reason for return is due to a manufacturing defect in the platform or finish, and the prefinished hardwood flooring has not yet been installed, Bulldog Coatings LLC will offer a full reimbursement of the defective product and will cover the shipping costs associated with the claim. This will be determined by a Bulldog Coatings LLC representative during the required consultation prior to processing a refund. The damaged material must be in excess of 35% of the total amount purchased to be eligible for a refund.
- If the reason for the return is not due to manufacturing defects in the platform or finish, and the flooring product has not yet been installed, Bulldog Coatings will process the return and will charge a 20% restocking fee based off of the total amount of the order and will charge the customer the shipping costs associated with the claim. This will be determined by a Bulldog Coatings LLC representative during the required consultation prior to processing a refund.
- If the reason for the return is due to customer mishandling of the product, such as not properly storing prefinished flooring in acceptable conditions, leaving prefinished flooring out in the elements resulting in water damage, or any such event that is not due to manufacturing defects in the platform or finish, and the flooring product has not yet been installed, Bulldog Coatings will process the return and will charge a 20% restocking fee based off of the total amount of the order and will charge the customer for the shipping costs associated with the claim. This will be determined by a Bulldog Coatings LLC representative during the required consultation prior to processing a refund.

Refund & Return Policy : Wood Finishing Products

- Wood Finishing Products are categorized as products used to enhance or alter wood products upon application. These include all oil products, urethane products, cleaning and maintenance products, and wood-specific enhancement products.
- All wood finishing products purchased from Bulldog Coatings LLC will require that the original seal is intact and unbroken to be accepted for a refund.
- Open wood finishing products returned to Bulldog Coatings LLC will not be accepted for a refund and will be returned back to the customer without a refund.
- Bulldog Coatings LLC will charge the customer the shipping costs associated with returning products that are not eligible for a refund.

- In the event of a refund, there will be a restocking fee of 20% of the original price of the returned items charged to the customer.
- If the wrong finishing product has been shipped to the customer with proof of purchase, Bulldog Coatings LLC will exchange the product and cover the costs of shipping the correct product.