

# **CDC DISTRIBUTORS, INC.**



**Conditions of Sale**

**Returns-Claims Policy**

Effective: March 2, 2026

## **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

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

### **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 82<sup>nd</sup> St. Ste. 101  
Indianapolis, IN 46378  
317-241-2321  
Warehouse Hours: 7:30 am - 4:00 pm.

### **Plymouth**

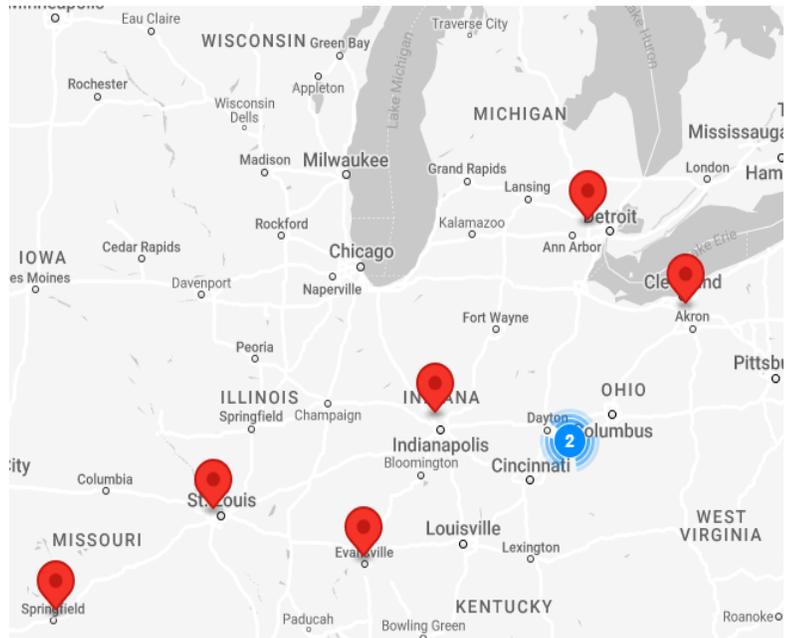
41100 Plymouth Rd Ste. 150 Q-Hut  
Plymouth, MI 48170  
734-513-6640  
Warehouse Hours: 7:00 am - 3:00 pm.

### **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)



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).

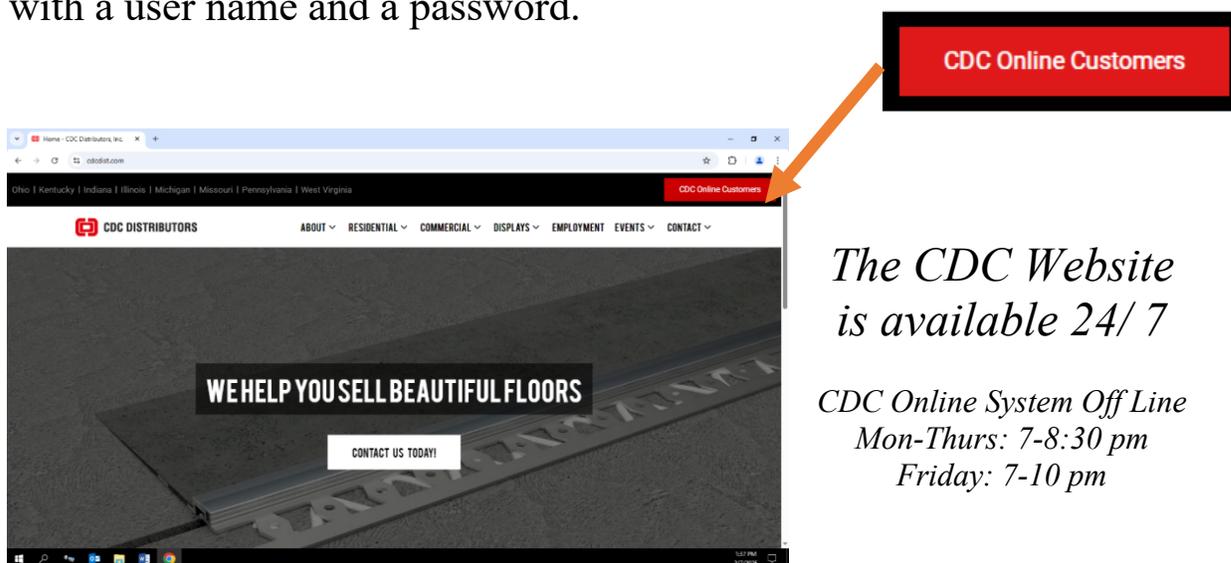
We suggest the use of a **purchase order number** and a **customer side mark** on every order and appreciate your time for your order to be read back to you for confirmation.

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 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.**

## **RETURNS POLICY**

\* Submit a Returns Authorization Request Form to:  
[returns@cdcdist.com](mailto:returns@cdcdist.com) or go to [cdcdist.com](http://cdcdist.com) (scroll down bottom left)



- \* Only Running Line material can be returned.
- \* Once the Return Authorization is approved an RA# will be sent and the process of the material being shipped back to CDC will start.
- \* Credit will be issued on current running line material and will be inspected upon return. Product must be in sellable condition, original box/package. **No credit for opened or taped cartons.**
- \* Returns are subject to a restock charge.
- \* Returns are different from Claims. Please contact your CDC Rep for claims.
  - Approved items must be returned within **60 days** of invoice.
  - **25%** Restock Charge will apply with a minimum of \$125.00, whichever is greater.
  - No Carpet or Sheet Vinyl less than **25FT** will be returned.
  - Non-Stocking, Specials, Dropped, Closeout, and Promotional items are **NON RETURNABLE**.
  - **ALL CERAMIC/MOSAICS PRODUCTS ARE NON RETURNABLE.**
  - All Trims/Moldings ARE **NON RETURNABLE**.

**Return Authorizations approvals 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@cdcconst.com](mailto:claims@cdcconst.com).

Product information, Installation and Maintenance are available on the CDC website at [www.cdcconst.com](http://www.cdcconst.com).