

## Cali Vinyl™ Order Process Summary

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### These are the steps a customer will take in ordering their new floor.

**Step 1:** Pick a favorite Cali Vinyl flooring style

**Step 2:** Order your FREE samples at (844) 851-0660 or [petco@calibamboo.com](mailto:petco@calibamboo.com)

**Step 3:** Place flooring order at [www.petco.com/flooring](http://www.petco.com/flooring)

## How to Place Your Cali Vinyl Order

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### 1. Calculate Total Project Square Footage

- Calculate the square footage of each room in the project, then add rooms together
- Add 10% overage to get the total project square footage needed: \_\_\_\_\_

### 2. Calculate Order Quantity – Boxes of Cali Vinyl Flooring Needed

- Search Name or Item # of desired Cali Vinyl flooring style on [www.petco.com/flooring](http://www.petco.com/flooring)
- Divide total project square footage by 23.77 (the SqFt/Box)
- Round value up to get the number of boxes to add to Petco shopping cart: \_\_\_\_\_

### 3. Calculate Order Quantity – Boxes of Cali Complete Underlayment Needed

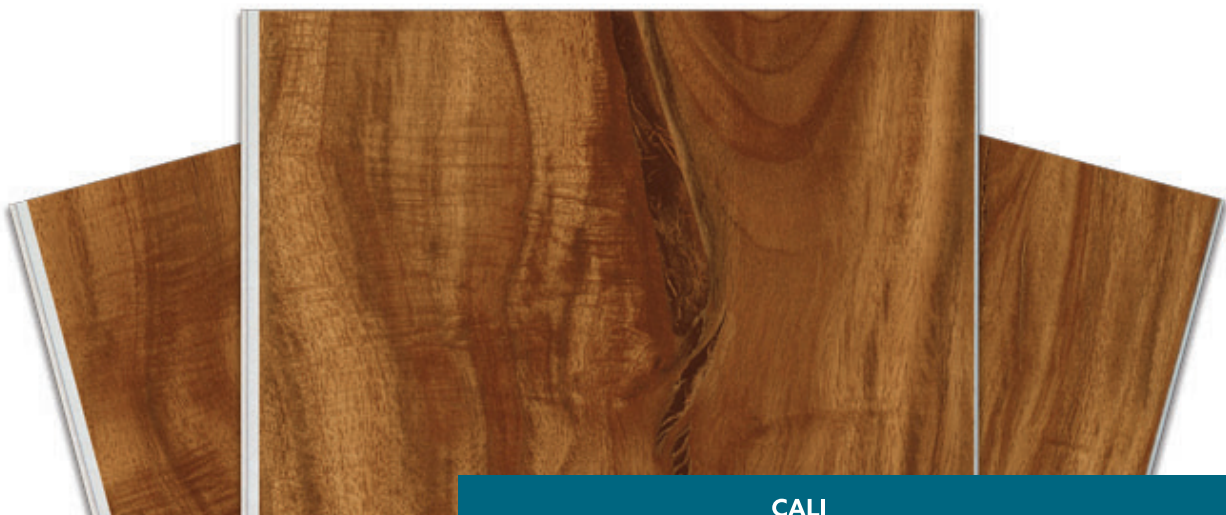
- Search Name or Item # of Cali Complete Underlayment on [www.petco.com/flooring](http://www.petco.com/flooring)
- Divide total project square footage by 100 (the SqFt/Box of Cali Complete Underlayment)
- Round value up to get the number of boxes to add to Petco shopping cart: \_\_\_\_\_

### 4. Consider Accessories to Complete Project

- Refer to the Cali Vinyl Accessories Guide to find the right moldings
- Search Name or Item # of desired Cali Vinyl flooring style and locate corresponding accessories
- Add desired accessory pieces to Petco shopping cart: \_\_\_\_\_

### 5. Review your Cali Vinyl Flooring Order

- Learn what to expect regarding shipment delivery, return policy, installation, and the flooring warranty



## Shipping and Delivery Process

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### Confirm & Track Order

Customers will receive an order confirmation email once their purchase is submitted. Once the order ships, a shipping confirmation email with tracking information will also be sent. For help in confirming order status or tracking information, customers can contact Cali's Petco Support Team at (844) 851-0660 / [petco@calibamboo.com](mailto:petco@calibamboo.com).

### Arrival Times

Most orders are processed and shipped within 2 business days. Once an order leaves the warehouse, shipping times vary depending on a home's location, but the average delivery time is 5-7 business days.

### Delivery Appointment

All flooring deliveries are curbside (the driver will not carry boxes into the home) and require a delivery appointment. Customers will receive a call from the carrier to schedule a drop-off time. Delivery windows are set based on the driver's best estimate and can sometimes vary once in route.

### Signing for Delivery

At the time of delivery, customers should check carefully to ensure the order is complete and without damage. Any damage and/or shortages must be noted on the delivery receipt when they sign to confirm the drop-off. Customers can always contact Cali's Petco Support Team with questions at (844) 851-0660 / [petco@calibamboo.com](mailto:petco@calibamboo.com).

## Cali Vinyl Return Process

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### Cali Vinyl Return Criteria:

- All returned merchandise must be in resalable condition (unused and free from damage)
- Returns will not be accepted for orders over 60 days old
- Original boxes must be unopened or in 100% resalable condition
- A 25% restocking fee is applied for all returns
- Returns must be packaged and palletized carefully for transport
- Photos of packaged return materials must be provided in advance
- All items must be returned with a printed copy of Cali Bamboo's RA form included in the packing slip
- For flooring, a five box minimum is required for any return
- For transitions, a five piece minimum is required for any return

### Cali Vinyl Return Process:

- If a customer meets the criteria above, they may submit a return request to Cali's Petco Support Team at (844) 851-0660 or [petco@calibamboo.com](mailto:petco@calibamboo.com).
- Once the return has been reviewed, approved, and accepted, return instructions will be provided. All return shipments are arranged by Cali Bamboo.