

Due to ongoing confusion regarding the S/O Carpet RTV Policy, D23 has created this guide to the S/O Carpet RTV/RGA policies that have been in effect since April 1, 2013. Additionally, please refer to the RTV/Freight Claim Matrix below for scenario based direction on how to determine if RGA credit is available, or if a freight claim is required and how to proceed for credit.

If you experience issues obtaining an appropriate RGA, contact the D23 Carpet Merchandising Team: Matt Bare – Merchant and Kaitlin Hosey – Merchant Planner.

RGA Policy for Non-Defective SO Carpet:

“Effective April 1st 2013, any length NON-DEFECTIVE SO carpet can obtain an RGA from the carpet mills to be processed and shipped back to the carpet mill. The service providers will no longer ship non-defective carpet to the store but ship back to the mill to be used for future orders. The stores will need to continue to obtain the RGA and pay the restocking fees to facilitate this transaction and the installers will execute the shipment. This new process will save a lot of unneeded waste on good carpet that can be leveraged for future orders utilizing the national demand for the same product as opposed to just the orders that one individual store will generate.”

① *This RGA policy applies to pre-installation S/O Carpet only.*

✋ *S/O Carpet should NOT be shipped to the store; work with installer to ship to mill or field destroy.*

RTV/Freight Claim Matrix:

Scenario	RTV Policy / Freight Claim	Additional Information / Resources
Customer Cancels within 72 Hour Right of Rescission	<ul style="list-style-type: none"> ▪ RGA Credit with Restocking Fee ▪ No SY limitations ▪ Mill will give direction to ship to Mill or Field Destroy 	<ul style="list-style-type: none"> ▪ Customer Agreement Terms and Conditions ▪ SOP: SS 06-10, SS 08-20, SS 08-30. CRTV 01-10
Customer Cancels post 72 Hour Right of Rescission	<ul style="list-style-type: none"> ▪ RGA Credit with Restocking Fee ▪ Customer is responsible for Restocking Fee ▪ No SY limitations ▪ Mill will give direction to ship to Mill or Field Destroy 	<ul style="list-style-type: none"> ▪ Customer Agreement Terms and Conditions ▪ SOP: SS 06-10, SS 08-20, SS 08-30. CRTV 01-10
Store Error (order mistakes: wrong color, wrong style)	<ul style="list-style-type: none"> ▪ RGA Credit with Restocking Fee ▪ No SY limitations ▪ Mill will give direction to ship to Mill or Field Destroy 	<ul style="list-style-type: none"> ▪ Shortages only apply to non-installer cut carpet ▪ SOP: SS 06-10, SS 08-20, SS 08-30. CRTV 01-10
Mill Error (defective, wrong color, wrong style, shortage)	<ul style="list-style-type: none"> ▪ Full RGA Credit ▪ No Restocking Fee ▪ No SY limitations ▪ Mill will give direction to ship to Mill or Field Destroy 	<ul style="list-style-type: none"> ▪ Shortages only apply to non-installer cut carpet ▪ SOP: SS 06-10, SS 08-20, SS 08-30. CRTV 01-10
Installer Cut Carpet	<ul style="list-style-type: none"> ▪ No RGA Credit ▪ All S/O Carpet that has been cut by the installer will not qualify for an RGA credit 	<ul style="list-style-type: none"> ▪ SOP: SS 06-10, SS 08-20, SS 08-30
Freight Damage – Visible (including Custom Rugs)	<ul style="list-style-type: none"> ▪ Credit issued by Freight company ▪ Installer must refuse carpet delivery and note damage on BOL ▪ Freight Claims must be filed within 15 days 	<ul style="list-style-type: none"> ▪ Quick-Ship Carpet Claim Freight Reference Guide (myApron > myDepartments > Specialty > Specialty Departments) ▪ D23 Rugs Your Way Custom Rug Reference Guide (myApron >

		<p>myDepartments > Specialty > Specialty Departments))</p> <ul style="list-style-type: none">▪ Freight claim process varies by carrier▪ SOP: SS 06-10, SS 08-20, SS 08-30, REC 02-60
Freight Damage – Hidden (including Custom Rugs)	<ul style="list-style-type: none">▪ Credit issued by Freight company▪ Installer must notify store and carrier immediately and capture appropriate documentation▪ Freight Claims must be filed within 15 days	<ul style="list-style-type: none">▪ Quick-Ship Carpet Claim Freight Reference Guide (myApron > myDepartments > Specialty > Specialty Departments))▪ D23 Rugs Your Way Custom Rug Reference Guide (myApron > myDepartments > Specialty > Specialty Departments))▪ SOP: SS 06-10, SS 08-20, SS 08-30, REC 02-60