

Verify Transaction ID: 12601420-310-FAD

Return Declined

Dear Customer,

We are sorry that we cannot accept your return at this time.

Our decision is based, in part, on information provided to us by The Retail Equation (TRE). Your Return Activity Report (RAR) may help you understand the reason for our decision. A free copy of your RAR is available by visiting TRE online at

<https://RAR.TheRetailEquation.com>

This report is held in TRE's files for a period of 60 days following a return warning or denial. You may also ensure the accuracy or completeness of any information in the RAR by following the dispute process.

If you prefer, TRE's Customer Service Office can be contacted at 1-855-836-4393 (Monday - Friday, 8am-5pm PST) or by writing to The Retail Equation at P.O. Box 51373, Irvine, CA 92619-1373. When contacting TRE, please have the transaction ID at the top of this slip, your ID number, full name, address, and phone number available.

MY RETURN WAS DENIED, WHAT DO I DO NEXT?

Dear Valued Floor and Decor Customer,

We regret to inform you that your return has been declined by The Retail Equation (TRE), a third-party System used to collect data to make refund decisions. They approve, warn or deny consumers when their return, exchange or post-sale adjustment (collectively known as "Transactions") violate store policies or mimic excessive behaviors.

Why was my Refund Denied?

Merchandise has been returned outside of the 180-day period.

What to do next:

1. Call the phone number on your receipt (**855-836-4393**) - please be prepared to provide your transaction ID, ID number, full name, address and phone number.
2. The representative will pull up your Retail Activity Report (RAR) (a breakdown of your past transactions) which will explain why your refund was denied.
3. If there are any discrepancies on your RAR you will be instructed to write a dispute letter via snail mail to the address listed below, stating why exactly your refund was denied and if a onetime courtesy could be considered. Feel free to include any documents that dispute existing fallacies on your Retail Activity Report in the letter if necessary.
4. You should receive a response letter from TRE within 3-4 weeks.
5. If your dispute has been forgiven, please return to Floor and Decor with the TRE response letter along with all your merchandise and we will be more than happy to issue you a full refund in the form of a **merchandise credit**.

If you are in the U.S. or Canada
The Retail Equation,
P.O. Box 51373, Irvine CA
92619-1373, United States

Want to Take a Look at Your Request Retail Activity Report Online?

Your Retail Activity Report (RAR) is a report that shows all your Transaction data that was considered in making the denial or warning decision.

- Request a copy of your RAR via email (returnactivityreport@theretailequation.com) or online (www.theretailequation.com)

These guidelines have been put in place solely for the protection of our consumers. We apologize for any inconvenience this may have caused you and we thank you for your understanding.