



**Kaltimber is committed to prices
if you find cheaper elsewhere, you will be reimbursed the difference!**

If, after purchasing a product on our website, you find, within 7 days of your order (*valid and starting on the day of deposit as per bank records*), an offer equivalent to a lower product price on another website, Kaltimber refunds you the difference.

Under what conditions the refund applies:

By product price, we mean the public price displayed on the product listing of the competitor website excluding any particular promotional offer. Kaltimber product price will be the one you got invoiced for after discount.

The refund of the price difference is subject to the meeting of the following conditions:

- The product must be the same: i.e. it must be proven reclaimed and recycled (*with legal documentation*), with the same dimensions and the same finishes (*profiles, processes, filling*)
- The services offered must be equivalent: i.e. among other things with the same warranty period, certification, etc.
- Product must be a decking or a flooring in its raw, square edges, semi-process or full process form
- The production time should not be longer than that proposed by Kaltimber of more than 7 days.

The offer to refund the price difference does not apply to:

- Destocking products
- Products sold on auction, classifieds sites, social media
- Non-recycled or undocumented products
- This offer is limited to a refund per person for each product purchased on our website.

How to get the refund:

If you have found, on another website, a cheaper product meeting all of the above conditions, you must send us your refund request via a simple email within 7 days of your purchase following the below procedure:

Send us a message via our [contact form](#)

In the body of the message, tell us your order number, the product affected by the refund request and insert the hyperlink of the cheaper product plus the competing quote.

Acceptance or refusal of your inquiry will be communicated by email within 7 to 10 working days.

Email: info@kaltimber.com

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Showroom • Office • Warehouse • Workshop

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