TITAN SUPPLY GROUP, INC.

TERMS & CONDITIONS

Terms governing website use and payments

Effective date: August 11, 2026 | TITAN SUPPLY GROUP, INC.

These Terms & Conditions govern use of https://resolvefloor.com and https://titansupplygroup.com (collectively, the “Sites”), including their Pay Here and other payment features. The Sites are operated by TITAN SUPPLY GROUP, INC.. Customers are generally directed to https://titansupplygroup.com for payment, although payment options may also be available through https://resolvefloor.com. By using either Site or submitting a payment, you agree to these Terms.

1. Website and Payment Eligibility

The Sites’ Pay Here and payment features are available only to customers with an existing Titan order number. The Sites do not accept new orders from the general public. Users must provide accurate and authorized information when submitting a payment or contacting Titan.

2. Existing Agreements and Order Documents

These Terms supplement Titan's quotes, order confirmations, invoices, credit agreements, warranties and other written agreements. If a signed agreement or transaction-specific document conflicts with these Terms, the transaction-specific document controls for that transaction.

3. Prices, Charges and Corrections

Prices, taxes, freight terms and other charges are shown on the applicable quote, order confirmation or invoice. Titan may correct typographical, pricing, calculation or clerical errors. Freight estimates may be adjusted to reflect the actual freight cost at the time of shipping.

4. Payment Processing

Credit-card payments are generally processed when submitted and orders may be released once payment is approved. ACH payments may take up to four business days to settle. Titan may release an ACH-paid order before settlement at its discretion based on the customer's payment history, or may hold the order until payment clears when there is a history of returned, failed or disputed payments.

The person submitting payment represents that they are authorized to use the selected payment method and to make payment on behalf of the customer associated with the order number.

5. Order Acceptance and Availability

An order confirmation, invoice or payment receipt does not guarantee product availability or a particular shipment or delivery date. Titan may decline, suspend or cancel an order or payment when necessary because of product availability, payment issues, suspected fraud, errors or other legitimate business reasons. Any payment due back following a Titan cancellation will be handled under the Refund, Return & Cancellation Policy.

6. Shipping

Orders are prepared for shipment promptly after release. Shipping timing, freight charges, delivery changes, inspections, shortages and damage claims are governed by Titan's Shipping Policy and the applicable order documents.

7. Cancellations, Returns and Refunds

Order cancellations, refunds, return eligibility, restocking fees and claims are governed by Titan's Refund, Return & Cancellation Policy. Once an order has shipped, it cannot be canceled and is subject to the return policy.

8. Product Information, Installation and Warranties

Product images, descriptions and specifications are provided for general information and may vary by screen, production lot or manufacturing change. Customers and installers must inspect material before installation and follow all applicable installation instructions and warranty requirements. Product warranties are limited to the written warranty applicable to the purchased product.

9. Website Use and Intellectual Property

Content on the Sites, including product names, trademarks, graphics, photographs and other materials, is owned by or licensed to Titan and may not be copied, republished, modified or commercially used without permission. Users may not interfere with Site operation, attempt unauthorized access, submit false information or use either Site unlawfully.

10. Third-Party Services

The Sites may use third-party providers for payment processing, hosting, analytics, forms and other services. Titan is not responsible for a third party's separate website, availability or privacy practices. Payment information may be subject to the payment provider's terms and privacy policy.

11. Disclaimers and Limitation of Liability

To the extent permitted by law, the Sites are provided on an “as available” basis without warranties regarding uninterrupted or error-free operation. Titan is not liable for indirect, incidental, special or consequential damages arising solely from Site use. Nothing in these Terms excludes liability that cannot lawfully be excluded or limits an applicable written product warranty.

12. Governing Law

These Terms are governed by the laws of the State of Florida, without regard to conflict-of-law principles. Any dispute will be handled in a court with proper jurisdiction in Florida unless the parties agree otherwise in writing or applicable law requires otherwise.

13. Changes and Severability

Titan may update these Terms by posting a revised version and effective date. If any provision is found unenforceable, the remaining provisions will continue in effect. Failure to enforce a provision is not a waiver of that provision.

Contact Us

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