

Sink Exchange & Returns – Policy & Procedure

Return Policy & Recommendations -

When you order a sink we want to be absolute sure you are pleased with the result. We stand firmly behind all of our bath products and we will bend over backward to be sure that you receive what you expect from our bath products.

Our small firm has been built on a forty year base of considerate and courteous customer service. As far as I am concerned my clients are always right – even if I think they are wrong.

Consistent with the above – we are happy to accept returns and exchanges as you deem necessary. We will promptly exchange any unused sink as per your request. We will promptly refund your full purchase cost - less \$45.00 for our outgoing shipping and packing materials.

As a courtesy– we ask that you assume the cost and responsibility for safe return shipping in the original - good condition - cartons via UPS Ground.

Return shipment by other means and with other packing materials is up to the discretion of the shipper but may not be consistent with our experience and recommendations.

Sink Return Packing -

We always suggest that sinks be returned in the original– good condition – double boxed cartons packed just as originally received.

Our packing materials have been carefully designed to insure safe transport of our products and we find that our heavy corrugated cartons are almost always entirely adequate for return shipments.

At the discretion of the responsible shipper - alternative packing may be used if the original materials have been discarded.

Please contact us if you have any questions regarding return packing or choice of insured transport. (207) 963-5819