

Thank you for ordering from italiafaucets.com. We hope you will be pleased with your purchase. Please inspect your order within 72 hours of delivery for accuracy and for any damage that may have occurred in transit.

To enhance your shopping experience, we would like to remind you of our store policies.

### MIS-SHIPMENTS

If an incorrect item is received and reported within 72 hours, a pre-paid return shipping label will be issued to the customer at no cost. Once the incorrect item is received and inspected, the replacement order will be processed and shipped to the customer at no cost. Items reported incorrect or missing after the 72 hour inspection limit will not be considered for re-shipment.

### DAMAGED PRODUCTS

We take great care in shipping your products in protective packaging. However, should you receive a product damaged in transit, please contact customer service and file a claim within 72 hours of delivery. You may be required to hold the product for up to 10 days for inspection by the shipping carrier.

### INSTALLATION

Italia Faucets, Inc. is not responsible for:

- the cost of installation
- installation errors
- damage caused by installation

### RETURNS

- *Returned items must be unused, not have been installed, in its original packaging, and include all parts including installation instructions.*
- A restocking fee of 20% will apply to all returns.
- Please contact customer service for an Return

Merchandise Authorization (RMA) number prior to shipment. Products can be returned within 30 days from the date of sale with proof of purchase.

- All returns are inspected upon arrival for damage or missing parts. Refunds will not be processed on items returned in damaged condition or missing parts.
- Return shipping is at the expense of the customer. For your safety, please ship via insured carrier which employs package tracking and delivery confirmation.
- Unauthorized returns will not be honored.

### WARRANTIES | DEFECTIVE PRODUCTS

- Products discovered defective after installation and usage should be referred to the manufacturer for replacement options.
- Italia Faucets, Inc. branded products (Italia, Fontaine by Italia, Brienza by Italia) carry a Limited Lifetime Warranty. Please refer to our warranty information for specific terms.
- Partner brands (L.S.H., S-Series) carry a 1-year Limited Warranty. When purchased from Italia Faucets, Inc., Italia's customer service provides warranty assistance for these items.