

SHIPPING AND RETURN POLICY

Travertine & More, Inc is committed to providing seamless online shopping experience, emphasizing effective communication with our team, prompt shipping, and minimal costs. While we strive to provide estimated delivery times, **we cannot guarantee** the actual arrival of products. Any timeframe provided, whether verbal or written, is merely estimates and does not constitute a basis for cancellations or refunds.

Ground Shipments

All standard ground shipments are handled through Postal or UPS services. Our dedication to prompt delivery and the use of dependable carriers ensures that many of our products reach customers six days a week.

Standard Freight

Most freight items are shipped on standard pallets for various reasons. Typically, products are either too heavy or oversized for ground shipping, while some lighter items may be fragile and need careful handling. After you place your order, the shipping company will reach out to arrange a delivery time. Therefore, it is crucial to provide your primary contact number during checkout. We offer complimentary liftgate service for many standard pallet items. This feature, located at the back of the truck, facilitates the unloading of your package. The driver will assist in removing the delivery from the truck, but you are responsible for moving it onto your property. Please take a moment to **inspect the package for any visible damage**. If you notice any issues, be sure to document them on the Proof of Delivery (POD) slip provided by the driver.

Oversized/Overweight Item

When ordering an oversized or heavy freight item that surpasses liftgate capacity, a nominal shipping fee will apply depending on the time zones, and you may need to arrange for a forklift rental through an external service provider. Should you have any inquiries about your product's delivery, our team members are available to assist you throughout the process.

Return/Refund Policy

Shipping costs along with processing fees are non-refundable. If you need to return an item, you must do so within **7 days of delivery**. Refunds for returns will be issued as **in-store credit only**, excluding the original shipping and processing fees. To initiate a return, please contact us at [**info@travertineandmore.com**](mailto:info@travertineandmore.com). A Return Authorization (RA) number is required for any returns, and customers are responsible for the return shipping costs. Products must be returned in their original packaging with adequate protective materials and clearly labeled with the RA number. Items that are damaged due to inadequate packaging during return shipping will not be eligible for replacement or refund. Custom orders, including any bowl larger than 30 inches, are non-returnable. Additionally, any items not manufactured by **Travertine and More, Inc.** are warranted solely by their respective manufacturers, and any replacements or refunds are at the discretion of those manufacturers.

Delivery Inspection

Inspect your delivery for any apparent damage. If the product is damaged to the extent that it is unusable, **do not sign for or accept the package**. Instead, refuse the delivery and reach out to our customer service at [**info@travertineandmore.com**](mailto:info@travertineandmore.com).