

TESSARAI COLLECTION TERMS

All GFRC and Natural Stone Earth Bowls products are made by hand and will not be 100% exact, minor defects, shape, air pockets, and color are to be expected and are not a warranty item. **1 YEAR WARRANTY** is for products to be of merchantable quality and sellable condition and is used if installed in accordance with our instructions and for its intended use ONLY and no modifications, changes, or other products have been used.

NO WARRANTY is given or implied for installation and/or shipping damage.

SHIPPING DAMAGE: Products shipped by outside companies are responsible for all damage, lost items, & delivery time occurred while products are in their possession; products **MUST** be inspected at time of delivery and reported to seller within 24 hours of delivery. Major (non-repairable) damage that has occurred **REFUSE THE ORDER**, Take Pictures, and have Driver mark the paperwork. We will initiate a damage claim and time frame for credit and/or replacement is when the shipping company has finished and made their decision.

RETURNS: All returns must be preapproved and have a RA (return authorization) number, return shipping is the responsibility of buyer, once all products are received, we will determine if product(s) will be repaired, new product(s) will be issued, and/or a credit issued. If, at our option, product(s) in whole or part are replaced seller will pay for shipping to same location as original order. Returns, decided by seller, that will not be replaced a store credit will be issued for the original order amount minus any banking and/or other fees that seller may have occurred.

NON-WARRANTY ITEMS: Scratched, chipped paint, minor defects, chipped edges, color match, air pockets, damage caused by installation, shipping, and/or acts of God. Touch-up paint and/or repair kits will be sent out by seller at no cost to buyer.