

# Auburn Bath International

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## **Terms & Conditions of Sale**

### **SHIPPING**

\*All the products become the buyer's property when delivered to the carrier. All goods are shipped at the customer's risk. Auburn Bath International reserves the right to modify design, pricing, and packaging or alter the weight of any item at our discretion.

### **DAMAGED OR LOST SHIPMENTS**

\*Claims for damaged or lost shipments must be made against the carrier.

### **LIABILITY**

\*Our liability on any claims of defective design, workmanship or materials is limited to replacement by shipment of items, refund or a combination thereof.

### **CLAIMS**

\*All claims for shortages, defective merchandise, billing errors, etc., must be made within two weeks of receipt of goods.

### **RETURNS**

\*Goods cannot be returned without prior authorization and receiving a RGA from our customer service department. Returns other than for defects are subject to a 25% restocking fee. **A copy of the original invoice must accompany all returns.** No returns on items that have been damaged, ie: marked with wrench marks, cut, Or otherwise altered by the buyer in any way. No returns on "special order" or "custom made" items. No returns on items used after trial on initial install, no exceptions. **See full 45-day original condition return policy included with the invoice, or linked in the bottom of our email.**

FREIGHT WILL NOT BE RETURNED.

### **WARRANTY**

\*Auburn Bath International products are warranted to the original purchaser to be free of defects in material and workmanship for a period of one year from the original date of shipment to the original purchaser. If the parts work properly at the time of installation, it will not qualify as a factory defect, and is considered environmental failure. Kitchen, bath or lavatory drains of all types, due to abuse to which they may be subjected to, are not warranted on the finish. Product problems attributable to abuse, misuse, improper installation, hard water, lack of proper filter system with tankless water heater, water additives maintenance or accidental damage are not covered by this warranty. No repairs or replacements will be made under such circumstances, except at the customer's expense. Liability under all warranties expressed or implied is limited to replacement of defective goods only.

Auburn Bath International is not responsible for instructions on proper installation, as all parts are meant to be installed by an experienced professional with the correct tools.