

CARTISAN DESIGN VANITY & BATH.



Address: 19400 SAN JOSE AVE, CITY OF INDUSTRY, CA 91744

Phone: (626)-333-2688

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Shipping Policy:

- We offer Free Shipping on all orders.
- **Large freight ship via CURBSIDE delivery** (Such as vanities, and bathtubs). This means the carrier will drop it off on your property but will not deliver inside your home, porch, garage, kitchen, etc.
- Smaller products (Such as mirrors, drains, medicine cabinets, and side cabinets) are shipped via FedEx Ground or UPS. A signature will not be required and the courier will leave it on your property, typically at or near your front door.
- **All delivery dates listed on the website are estimates.** Delivery dates are not guaranteed and subject to change based on courier shipping times, delivery appointment availability and warehouse processing times.
- **Free Shipping includes one delivery attempt.** If the delivery is not accepted and the customer requests a second, or further delivery attempts, the customer will pay a delivery fee that is set by the courier.
- Full insurance is included in all shipments.
- **Change Shipping Address:** Once an order is staged for shipping, or shipped, the address cannot be changed. In some cases we are able to change the shipping address, a fee will apply to cover the fee that is charged to CARTISAN DESIGN. This fee is determined by the courier, and out of our control. The average fee can range from \$150-500+ depending on the courier.

Shipments via Freight Shipments / LTL

- Large products are shipped via Freight / LTL (Less-than-truckload).
 - Large products includes, but not limited to, vanities, bathtubs, etc.
- The carrier will call to schedule a delivery appointment. A person, 18-years or older, must be available at the time of delivery to sign and accept the shipment.
- Additional charges may apply for reschedule deliveries, or if the shipment is refused without a valid reason. These rates are determined by the courier company and are out of our control.

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- **Delivery Window:** The courier will offer options to deliver your freight shipment.
 - If you are unable to accept delivery, the courier will return to sender, or begin charging a storage fee
 - If returned to sender, it will be treated as a return and a restocking fee will apply.
 - If the customer requests a delivery date past the offered window, the courier will charge storage fees. **Storage fees are to be paid by the customer. The average fee can range from \$25-100/day depending on the courier and location.**
- Any additional charges by the courier will be paid by the customer. These can occur when customers request to delay deliver, or asking for extra services from the courier. These are charged by the courier and out of our control.
- **Refused Shipments:** Shipments that are refused will be sent back to the warehouse and automatically treated as a return. **A restocking fee will apply.**

Tracking Numbers

- Tracking number(s) are provided via email within 2-5 business days after the date of the order is placed, or after the warehouse processing date.

Shipping Areas:

- Free shipping applies to the 48 continental/contiguous United States.
- We do not ship to PO Boxes.
- We do not ship to Alaska, Hawaii, Puerto Rico, Guam, Northern Marina Islands, United States Virgin Islands, any outlining mainland USA islands.
- **Canada:** Looking to ship to Canada? Please email to our customer service.

Damaged Packages

- If your item arrived damaged - **Please refuse delivery.**
- If you accepted the delivery and find the damage later - email us with your order number and photos of the damage within 48 hours of receiving your order. **Damaged items will be replaced or repaired depending on the product and severity of the damage.** After 48 Hours damage replacements may be denied.

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- Damaged products can only be exchanged or repaired if they are not installed. **Once a product is installed, we cannot replace or repair due to damages.**
- **Prior to shipping**, all products are individually inspected to verify that they leave our facility in brand-new condition. We re-package all of our products well so they arrive on your doorstep undamaged.
- **When you sign for the delivery**, even if the package appears only slightly damaged, please write "Package Damaged." If the package looks significantly damaged, you may refuse delivery. In this case, please notify us so that we can expect the return shipment. Once the package returns to us we will send you a new one right away.
- If you have already accepted the package and notice missing or damaged parts, please contact us right away and we will ship you replacement parts free of charge. **We only have a 48-hour window to file a freight claim.**
- If you are missing any parts, we will ship them to you at our expense.
- Keep **ALL** original packaging supplied with the product, and pallet. We cannot process an exchange or return without them.

Return Policy:

- For items that you would like to return, you must contact customer service **WITHIN 7 DAYS OF YOUR DELIVERY**. All returns must be in the **ORIGINAL CONDITION and PACKAGING, UNOPENED and UNINSTALLED**, including **ALL** original materials supplied with the item, and pallet. Customized item(s)/special orders are not qualified for return. We will get a return authorization for you to include with your returned item and let you know the address where it should be returned. Please do not return anything without speaking to customer service. If something is returned to the incorrect address or without return authorization from our customer service, unfortunately, we won't be able to issue a refund for that item.
- There is a 25% restocking fee for all returned items and you would be responsible for the return shipping. The initial shipping charge you paid when placing the order will not be able to be refunded. You would also need to make sure the item(s) is packed on a pallet (you can usually find free pallets at local hardware and various retail stores) and plastic wrapped. When the item(s) are returned, if we find there are damages that occurred in transit, your refund may take a bit longer until a proper inspection by our warehouse.

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- When you receive your order, please check all the condition on the pallets. If your order is received damaged or missing any components, please sign the note on the Receive Sheet and report to us. We will be able to get you the replacement parts that are needed. You have 48-hour to report all the damaged or missing any components. If that time is over, the claim channel for damaged will be closed. If you decide to return your entire order, it would be treated as a regular return and you would be responsible for the return shipping and a 25% restocking fee. The initial shipping charge would not be able to be refunded. We will also need the delivery paperwork that noted the damage (paperwork the delivery driver had).
- Products that are received by CARTISAN DESIGN in any of the following conditions are not eligible for refund or replacement and may be rejected:
 - Any product not purchased from CARTISAN DESIGN.
 - Any product that does not exhibit the described reason for the return.
 - Any product with missing parts, physical damaged, customized, altered in any way, or being installed.
 - Any product that is returned without all original packaging and components.