

ENVY PRODUCT RETURN POLICY

All Envy Bathroom Fixtures adhere to the succeeding return policy. Once an ordered product has left a distribution center the customer becomes fully liable to pay a 30% re-stocking fee and the costs associated with round-trip shipping.

If a customer refuses shipment because it does not meet his or her desires this falls under Buyers Remorse categorization. Buyers Remorse is defined as an emotional condition whereby a person feels remorse or regret after an associated purchase. If a customer refuses shipment for reasons including but not limited to personal preference, dissatisfaction, claims of defectiveness, or residential spatial restrictions, the owner will be responsible for the full 30% re-stocking fee and round trip shipping. The owner has 30-days from the date of shipment to declare a desire to return the purchased item.

Upon receipt of a returned shipment Envy performs a superficial surface and fixture inspection of the returned product. This excludes immediate testing of electrical components unless a damage claim expressly warrants it (ie Claims of defectiveness). Once this inspection is performed a refund under adherence of Envy's Product Return Policy will be issued.