

Warranty

Vitraform warrants for a period of five years that the product will be free from defects in material and Workmanship in accordance with Glass Industry Standards, when installed in Lavatory applications. This Warranty is expressly made in lieu of any and all other warranties, expressed or implied, which are hereby expressly disclaimed. This Warranty does not cover damage caused to the goods during shipment, or by improper installation techniques, modifications, physical force or other abuse and does not cover any related labor charges, removal and re-installation expense, freight or postage. Vitraform shall only be responsible for repairing or replacing any part or parts that do not comply with this Warranty, as determined by Vitraform. Vitraform's total liability under this Warranty will not exceed the purchase price for the goods and will not include consequential damages.

Warranty Claims

Any warranty claims must be made in writing to Vitraform, 3500 Blake Street, Denver, CO 80205. Please include original Vitraform Sales Order or Invoice number, date of purchase, item(s) description and description of claim.

Shortage

Claims for shortages must be made in writing to Vitraform within 5 days of receipt of shipment.

Freight Claims

Claims for freight damage must be made with the carrier. Note visible damage to cartons or crates upon receipt and inspect shipment. Request inspection by the carrier within the time limit allowed by the carrier.

Returns

All return goods must be accompanied by a Return Goods Authorization form provided by and at the discretion of Vitraform within **6 months** of receipt of product. All products accepted for return will bear a **25% restock fee**. Due to the broad range of options and potentially custom nature of some items, Vitraform may not accept return of products in certain colors, finishes or engraved designs. Please order carefully.

RGA requests must be submitted in writing by the authorized Vitraform Dealer that purchased the item. Provide original purchase order number and date, description of item(s) to be returned and reason for return. Items that have been installed will only be accepted for return if warranty is involved. New Vitraform boxes may be ordered for safe return if original box is unavailable. A \$15.00 box charge and outbound freight will be charged. If Vitraform accepts the return for evaluation, a copy of a written RGA form will be provided to include with the returned item. The item must be returned within 30 days of receipt of written RGA form.

Items accepted for return must be packed in original box with original packing, insured and shipped prepaid. New Vitraform boxes may be ordered for safe return if original box is unavailable. A \$15.00 box charge and outbound freight will be charged. If damage occurs during shipping, due to improper packing, no credit will be issued. Vitraform will inspect the condition of the product upon receipt and evaluate the amount of credit or repair charges due, if any.

Prices

Vitraform reserves the right to change prices without notice at any time before confirmation of your order. Prices shown are Retail prices with the exception of Freight and Crating, which are Net. Additional charges exist and are referred to as: shipping, delivery, insurance, export documentation, handling and storage. All prices shown are F.O.B. Denver, CO.