

## **SHIPPING AND RETURN POLICY**

1. Processing Time: Orders are typically processed within 1 business days after submission, excluding holidays. Orders are processed Monday - Friday. Orders for toilet may take up to 3 business days to process.
2. Shipping Methods: We offer standard shipping services through UPS, Federal Express, and USPS.
3. Delivery Timeframe: Estimated delivery times vary depending on the destination and chosen shipping method. Typically, orders are delivered within 3-7 business days for domestic shipments.
4. Shipping Costs: Shipping costs are calculated based on the weight of the package, shipping destination, and delivery service level. These costs will be displayed at checkout before payment. Free ground shipping is offered on orders over \$100. Free Shipping is only offered to addresses within the continental United States. Orders below \$100 are charged a flat \$8.95 per order.
5. Shipping Restrictions: Certain items may have shipping restrictions due to size, weight, or regulatory limitations. Please review product descriptions for any specific shipping restrictions.
6. Customs and Duties: For international orders, please note that customs duties and taxes may apply upon arrival in the destination country. These charges are the responsibility of the recipient.
7. Delivery Address: Please ensure that the shipping address provided during checkout is accurate and complete. We are not responsible for lost or delayed shipments due to incorrect addresses.
8. Shipping Delays: While we strive to meet estimated delivery times, unforeseen circumstances such as weather delays or carrier issues may occur. We appreciate your patience and understanding in such situations.

### **Product Returns:**

At Flushmate, we are committed to providing high-quality products and excellent service. If you need to return an item, please review our return policy below:

### **Damaged or Defective Products:**

If you receive a damaged or defective product, you may return it within 10 days of the original purchase date for a full refund, minus any shipping charges originally applied to ship the item to you. Return freight is at customer's expense.

### **Unwanted Products:**

If you decide to return a product, Flushmate will accept returns for a full refund provided the item is returned in sellable, unopened condition. Return freight is the customer's responsibility. A Return Authorization Number (RGA#) must be requested prior to returning any item. All returns must include a copy of the packing slip, and the valid RGA# must be clearly marked on the outside of the box.

### **Return Shipping:**

Please note that the customer is responsible for all freight expenses to return material. We recommend using a trackable shipping method to ensure the safe return of the product.

### **Refund Processing:**

Refunds will be processed once the returned item has been received and inspected and determined defective or if returned as non-defective, when the product is verified in sell- able condition. Items returned in non-sellable condition will not be issued a refund and returned to the customer at the customer expense. Refunds will be issued to the original form of payment.

Contact Us: If you have any questions or concerns regarding your shipment, please don't hesitate to contact our customer support team. We're here to help!

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