



RETURN POLICY

Thank you for your purchase. We hope you are satisfied with your purchase. However if you are not completely satisfied for any reason, you may return it to us for a full refund, store credit, or an exchange. Please see below for more information on our return policy.

All returns must be postmarked within 30 days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached as well as the accessories and parts included in the original packaging. Items that have been used or damaged by the user are not eligible for return.

RETURN PROCESS

To return an item, please contact customer service either via e-mail at info@showerhardwaresupply.com or give us a call at 818.906.4599. You may also bring the items to our physical store location. Please note that you must include proof of purchase and bring/send the item to the following address:

Shower Hardware Supply Attn: Returns 15017 Califa St. Van Nuys, CA 9141, United States.

Please note, you are responsible for the cost of return shipping. We strongly recommend that you use a trackable method.

After receiving your return and inspecting the condition of your item, we will process your return/exchange. Please allow up to 5 business days from our receipt to conduct inspection, and process your refund or exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company.

EXCEPTIONS

For defective or damaged products, please contact us within 3 business days at the contact details below to arrange a refund or exchange. Please Note: All items will be inspected. Items that have been used, damaged, scratched, altered, abused, etc. are not eligible for refund, exchange or return. Items returned after 30 days of purchase are subject to a 20% restocking fee as well as a 3% fee for all refunds on items originally purchased using a credit card.

QUESTIONS

If you have any questions concerning our return policy please contact us at:
818.906.4599
info@showerhardwaresupply.com