

Mirrors & Marble

!!! Urgent: Check your Mirror Immediately for Shipping Damage !!!

If your mirror (and package) can be verified to have shipping damage and the following steps are followed, we will ship you a replacement mirror.

1. **Please do not remove from the package, handle or install your mirror!!!** By installing the mirror, you are taking responsibility for the physical condition of the mirror. The mirrors are very easily chipped or broken during the installation process.
2. **Please email the following specific photos to sales@mirrorsandmarble.com to validate damage for us to file a claim with UPS:**
 1. A photo clearly showing the damage to the mirror
 2. A photo showing the damaged mirror in the open box showing the packing materials
 3. A close-up photo of the original shipping label, clearly showing the tracking number of the damaged product package
 4. A photo showing the packing box or crate, make sure that any evidence of damage to the packing box is clearly shown in the photo
3. **Once you have taken your photos, remove the mirror frame and mounting hardware from the package.** You will be keeping these items to use with your replacement mirror.
4. Once we verify that we have the necessary photos, you will be able to throw away the shipping box and the damaged mirror. **Please do not do this until we have verified the photos.**

We will ship a free replacement mirror under warranty as soon as we verify the damage per the steps above.

Product Warranty Policy

Shipping Damage, Physical Defects on Receipt: We warranty surface blemishes, chips or breakage on mirror and aluminum components for 10 days after receiving the products, or until the products are unpacked and installed, whichever comes first. It is very easy to scratch, mar, break or chip the mirrors once they are removed from the protective packaging.

Mirror glass and aluminum frame – Limited 5 Year Warranty: We warranty the lifetime of the mirror and frame for 5 years, once they are installed. This includes any kind of defect resulting from normal wear and tear, but does NOT include any kind of damage resulting from human-caused scratching, chipping, etc.

Electronics – Limited 2 Year Warranty: Our electronics are designed to be easy to replace. We will ship a free electronic component replacement for a period of 2 years after purchase. This includes LED strips, power regulators, remote dimming receivers and controls, etc.

Product Return Policy

Products can be returned within 30 days for refund based on the following conditions:

- Products and packaging must be returned in new condition, and the customer is responsible for return shipping. We strongly recommend insuring the shipment.
- Product upgrades are not refundable. Any installed upgrades will have to be uninstalled and the mirror returned to original condition before we can resell the product.
- Original shipping is not refundable, and a \$25 restock fee will be applied to each returned product to cover inspection and restock cost.

All products must be received back into our warehouse and inspected to meet our return criteria prior to refunding the purchase price. All product returns that do not meet the above criteria may be subject to rejection or additional restock fees.

To return a product please email sales@mirrorsandmarble.com to notify us of the return, and ship to the following address: **Ohio Ecommerce Logistics (DBA Mirrors & Marble), LLC, 7644 McEwen Road, Dayton, Ohio 45459**